

Job Title: **Technician – Information Technology**



Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Nonexempt
Reports to: Appropriate Supervisor or Designee
Supervises: Appropriate Staff as required
Pay Grade: Professional – 17

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD
JUNE 20, 2017
MALCOLM THOMAS, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY

JOB SUMMARY

The purpose of this position is to maintain all technology services in schools and administrative offices to achieve the district's mission and strategic aims.

ESSENTIAL JOB FUNCTIONS

- Prepares new computers for employee use.
- Monitors notifications from security systems and responds to potential threats.
- Schedules threats for deletion and runs random scans.
- Provides Service Desk support and resolves problems to the end user's satisfaction by troubleshooting problems relating to computer applications, desktop operating systems, and network operating systems.
- Monitors and responds quickly and effectively to requests received through the IT Service Desk telephone ticketing system by prioritizing, identifying, and escalating to appropriate support tier as needed.
- Monitors IT Service Desk for tickets assigned to the queue and processes first-in first-out based on priority and identifies and escalates to appropriate support tier as needed.
- Assists tier II support with new user initial account access and orientation.
- Works with appropriate District personnel to ensure the effective integration of administrative and instructional systems.
- Develops and encourages teacher's skills in the use of school computing networks for accessing instructional material and building collaboration across environments.
- Conducts research, collaborates with colleagues, and analyzes technical and instructional problems in order to affect solutions.
- Maintains information in an accessible fashion and supports users in doing the same.
- Supports users, schools, District administration and Department of Education (DOE) reporting processes in collecting, verifying, reporting, and managing student information.
- Keeps supervisor informed, through proper channels, of potential problems or unusual events.
- Responds to inquiries and concerns in a timely manner.
- Disseminates information and current research to appropriate personnel.

- Keeps well informed about current trends and best practices in areas of responsibility.
- Maintains expertise in assigned areas to fulfill project goals and objectives.
- Promotes and supports professional growth for self and others.
- Develops annual personal goals and objectives consistent with and in support of District goals and priorities.
- Attends training sessions, conferences, and workshops to keep abreast of current practices and programs.
- Demonstrates initiative in the performance of assigned responsibilities.
- Prepares all required reports and maintains appropriate records.
- Demonstrates support for the School District and its goals and priorities.
- Works in a proactive and self-directed manner to plan and carry out the objectives and priorities of the department and District.
- Exhibits interpersonal skills to work as an effective team member.
- Follows the policies and procedures of the Information Technology Department and all School Board policies, rules, and regulations.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Associate Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- Minimum of one (1) year of experience in several of the following areas: Data Communications, Data Processing, or Information Technology.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to display knowledge of major hardware platforms and desktop operating systems, including but not limited to Macintosh OS or Microsoft Windows and iOS.
- Requires the ability to identify hardware and software issues relating to desktop machines in order to affect resolution.
- Requires the ability to organize and prioritize activities.
- Requires the ability to communicate effectively, both orally and in writing.

PHYSICAL DEMANDS

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: mental acuity and visual acuity.

WORKING CONDITIONS

Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: