Job Title: Technician – School Food Services

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 – 11

JOB SUMMARY

The purpose of this position is to assist in the support, maintenance, and troubleshooting of Food Service user computer systems, network equipment, and operating systems. Provide assistance with Food Service related software packages and communications equipment within the District's Wide Area Network (WAN) and Local Area Network (LAN).

ESSENTIAL JOB FUNCTIONS

- Assists Director – School Food Services in the execution of all established technology goals for Food Service Program operation.
- Advises and coordinates with District Information Technology (IT) staff regarding all required software interfaces.
- Maintains a strong partnership with Horizon Software to stay abreast of industry changes in technology including system engineering issues.
- Assists with the duties of Database System Maintenance as required.
- Sets up and monitors data flow communications between Food Services Central Office, school sites, and all other software interfaces.
- Installs software upgrades and yearly rollover processes at the Food Service Central Office and all school sites.
- Assists with Development and implementation of technology training and support documents for all School Food Services software including OneSource, SourceBoard, Online F&R Applications, Application Scanning, Vending, etc.
- Provides assistance and backup support for the network.
- Monitors the accuracy and practicality of applications when in use.
- Assists with the setup of new school installations.
- Serves as the help desk for all cafeteria software in providing assistance to Food Service Sentral Office staff and cafeteria managers and employees.
- Assists cafeteria users with GroupWise email, and Microsoft products including Word, Excel and Access, as needed.
- Assists in the preventative and corrective hardware maintenance on all cafeteria computers at school sites and in School Food Services websites as requested.
- Maintains and updates the School Food Services websites as required.

- Works closely with District and school staffs to support school initiatives and processes.
- Disseminates information to appropriate personnel in a timely manner.
- Responds to inquiries and concerns in a timely manner.
- Keeps supervisor informed of potential problems or unusual events.
- 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.
- Maintains a network of peer contacts through professional organizations.
- 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 or oversees preparation of all required reports and maintains appropriate records.
- Follows all School Board policies, rules, and regulations.
- Exhibits interpersonal skills to work as an effective team member.
- Demonstrates support for the School District and its goals and priorities.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's Degree in Computer Systems, Computer Technology, Engineering Technology, or related technical degree from an accredited educational institution.
- Minimum of two (2) years of experience in several of the following areas:
- Data Communications
- Distributed Processing
- Intel-compatible Computer Operations
- Analysis and Maintenance of Network Infrastructure, including Cabling
- Computer Programming
- Installation and Networking of Intel-compatible Computers and peripherals
- Network and Website Administration
- A+ Certification and Network Plus Certification required.
- Web design experience, Database Admin and Microsoft Certification preferred.
- 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 thorough knowledge of computer technologies related to the development, implementation, analysis, and management of food service software.
- Requires the ability to display considerable implementation, analysis, and management of food service software.
- Requires the ability to display considerable knowledge of software pertaining to food production, centralized warehousing, menu planning and nutritional analysis, free and reduced price meal approval, point of sale accountability, and state claims processing.

- Requires the ability to work effectively with principals, cafeteria managers, data clerks, Information Technology directors, analysts and technicians, and district administrators and optimize its use for accountability and management of all segments of food service programs.
- Requires the ability to display effective oral, written, and presentation communication skills.
- Requires the ability to maintain accountability for inventory/property management.
- Requires the ability to repair, develop, or install computer hardware or network systems.

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: crawling, balancing, crouching, mental acuity, reaching, repetitive motion, speaking, visual acuity, and walking.

WORKING CONDITIONS

Employees in this position work in a dynamic environment that requires sensitivity to change and responsive to changing goals, priorities, and needs.

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

Date of Revision: