



Job Title: Technician – Systems Support

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

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD

JUNE 20, 2017

MALCOLM THOMAS, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY

JOB SUMMARY

The purpose of this position is to support, maintain, and troubleshoot user computer systems, network equipment, multiple operating systems, and software packages and related communications equipment within the District's Wide Area Network (WAN) and Local Area Networks (LANs).

ESSENTIAL JOB FUNCTIONS

- Supports and maintains WAN/LAN operations, including network servers, network communications equipment, desktop workstations, and peripherals.
- Assesses network, hardware, and software problems and responds as required.
- Provides dispatch support, email support, and phone support.
- Handles digital device deployments.
- Implements and maintains a user friendly workstation environment.
- Develops service support procedures for the efficient delivery of assigned technology services.
- Provides support for District personnel in troubleshooting problems relating to computer applications, desktop operating systems, and network operating systems.
- Implements and supports school-wide computing networks (including network servers, network communications equipment, desktop workstations, and peripherals) throughout the District.
- Conducts research, collaborates with colleagues, and analyzes technical and instructional problems in order to affect solutions.
- Assists with equipment recommendations and pricing as requested.
- Provides project management for implementing, improving, and maintaining technology systems.
- Plans and carries out work orders and projects according to set procedures.
- Maintains the standards and guidelines of the Electronics Industry Alliance (EIA), Telecommunications Industry Association (TIA), and Institute of Electrical and Electronics Engineers (IEEE).
- 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.
- Communicates with vendor technical support to resolve hardware and software problems.
- 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.
- Demonstrates initiative in the performance of assigned responsibilities.
- Refers to professional journals and other current research to determine appropriate uses of technology applications and networking in education.
- 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.
- Refers to professional standards and practices to design and maintain efficient school computing environments.
- Attends training sessions, conferences, and workshops to keep abreast of current practices and programs.
- Prepares all required reports and maintains appropriate records.
- Follows the policies and procedures, of the Information Technology Department and 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.
- Works in a proactive and self-directed manner to plan and carry out the objectives and priorities of the department and District.
- 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, Master's degree preferred.
- Minimum of five (5) years of experience in several of the following areas: Data Communications Distributed Processing Intel-compatible/Macintosh Computer Operations Analysis and Maintenance of Network Infrastructure, including Cabling Computer Programming Installation and Networking of Intel-compatible/Macintosh Computers and peripherals Network Administration Windows/Mac/Linux server administration.
- IT professional certification or equivalent as identified by Director – 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 Networking Systems, including Local Area Network (LAN), Wide Area Network (WAN), Ethernet, and Token-Ring cabling systems.
- Requires the ability to display skill in the use of LAN cable test equipment, multi-meters, and network analysis utilities.

- Requires the ability to display knowledge and experience with operating systems, desktop workstations, networks, printers, and servers.
- Requires the ability to plan, organize, and prioritize activities.
- Requires the ability to communicate effectively, both orally and in writing.
- Requires the ability to prepare and/or process purchase orders.
- Requires the ability to maintain accountability for inventory/property management.
- Requires the ability to make recommendations that impact the budget and manage the budget within assigned department.
- Requires the ability to use or repair small/light equipment, such as power tools, and medium equipment and machinery, such as vehicles or commercial mowers.
- Requires the ability to repair, develop, or install telecommunications systems, computer hardware or network systems, and complex software or management information systems.
- Requires the ability to supervise employees developing, installing, or repairing technology systems.
- Requires the ability to establish policies for using, acquiring, and/or maintaining technology systems.
- Requires the ability to create plans for and guide implementation of new technology 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: balancing, climbing, crawling, crouching, feeling, fingering, grasping, handling, hearing, kneeling, lifting, mental acuity, pulling, pushing, reaching, repetitive motion, speaking, standing, stooping, talking, 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: