Job Title: Technician – Information Systems Security

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: Exempt

Reports to: Appropriate Supervisor or Designee

Supervises: Appropriate Staff as required

Pay Grade: Professional – 13

JOB SUMMARY

The purpose of this position is to plan, document, and schedule Information Systems resources in an effective and efficient manner for customers.

ESSENTIAL JOB FUNCTIONS

- Provides Information System Security for Financial, Human Resource, and Student Information Systems.
- Coordinates schedules and production operations tasks to produce timely professional looking output for the School District's schools and departments.
- Plans, documents, and schedules work assignments for Computer Operations Team.
- Provides guidance and training in the operation of equipment and performance of duties to the Operations staff.
- Reviews previous day's accomplishments with a critical eye for quality and timeliness.
- Inventories and maintains an adequate two month supply of consumables for the necessary operations.
- Provides for the development and maintenance of concise, easy to follow computer operations procedures for customer applications, and routine operations functions, including equipment use and maintenance.
- Educates the Operations Support Staff on the use of new tools and techniques.
- Performs initial equipment problem determination and works with vendor support structure to resolve problems quickly and with minimum impact.
- Controls the filing and retrieval of all data files, electronic systems, and electronic programs.
- Supports the daily activities of the Information Systems Applications, Operations and Systems Support teams, and School District based customers involving Enterprise System Computers and communication equipment.
- Utilizes the District calendar, School Board policy, DOE procedures, and policies for scheduling, prioritizing, and accomplishing assigned work.
- Assists in maintaining logs that will provide the operations area with the ability to detect all errors caused by machines, operators, or programs.

- Assists Customer Department and Applications Support Staff in problem determination.
- Works closely with District and school staffs to support school initiatives and processes.
- Disseminates information and current research to appropriate personnel.
- Responds to inquiries and concerns in a timely manner.
- Keeps supervisor informed of potential problems or unusual events.
- Interacts with parents, outside agencies, businesses, and the community to enhance understanding of District initiatives and priorities as required.
- Keeps well informed about current trends and best practices in areas of responsibility.
- Maintains expertise in assigned areas to fulfill department goals and objectives.
- Promotes and support professional growth of self and others.
- Develops annual goals and objectives consistent with and in support of District goals and priorities.
- Maintains a network of peer contacts through professional organizations.
- Attends training sessions, conferences, and workshops to keep abreast of current practices, programs, and legal issues.
- Supervises assigned personnel, conducts annual performance appraisals, and makes recommendations for appropriate employment action.
- Prepares or oversees the preparation of all required reports and maintains appropriate records.
- Serves on District, state, or community councils or committees as assigned or appropriate.
- Represents, consistently, the District in a positive and professional manner.
- Provides leadership and direction for the assigned areas of responsibility.
- Provides leadership and guidance in the development of annual goals and objectives for assignment.
- Sets high standards and expectations for self and others.
- Demonstrates initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- Facilitates problem solving by individuals or groups.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Associate Degree in Systems Science or two (2) year technical degree in Information Systems.
- Minimum of seven (7) to ten (10) years of experience in Enterprise System Computer Operation with proven experience in customer relations, a significant portion of which was working with Financial, HRM/Payroll, and Student Records Applications with respect to Security.
- Minimum of five (5) years of experience in a leadership role in computer operations.
- 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 provide skills transfer on technical subjects to the receiver of the skills at the receiver's level.
- Requires the ability to display strong knowledge of Personal Computers for emulation to the host, distributed transaction applications utilizing DOS, Windows, and advanced skill in Word Processing using Corel Word Perfect and Microsoft Word.
- Requires the ability to plan, document, and generate detailed, easy to follow written and oral communications for the Operations staff.
- Requires the ability to display possession of leadership, judgment, and logical thinking skills required for problem determination with equipment, procedures, and software.
- Requires the ability to determine the approach for work using provided guidelines.
- Requires the ability to perform professional-level work dealing with data, people, and technology that relates to administrative, technical, scientific, engineering, accounting, legal, or managerial skills.

PHYSICAL DEMANDS

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: grasping, handling, hearing, mental acuity, reaching, repetitive motion, speaking, standing, talking, visual acuity, and walking.

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: