

SCHOOL DISTRICT OF ESCAMBIA COUNTY

JOB DESCRIPTION

SPECIALIST II – TECHNOLOGY SUPPORT

QUALIFICATIONS:

- (1) Bachelors Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- (2) Minimum of three (3) years successful experience in dealing with technology support in schools and offices.
- (3) IT professional certification from at least one vendor from a vendor list maintained by the Director I – Information Technology.
- (4) 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:

Knowledge of major hardware platforms and desktop operating systems, including but not limited to Macintosh OS and Microsoft Windows. Knowledge of major network operating systems, including Novell Netware/OES, Macintosh OS X, and Microsoft Windows. Ability to identify hardware and software issues relating to desktop machines, servers, and networking equipment in school environments in order to effect resolution. Ability to organize and prioritize activities. Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Manager IV – Technology Support

JOB GOAL

To deploy and maintain all technology services in schools and administrative offices to achieve the district's mission and strategic aims.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- * (1) Develop service support procedures for the efficient delivery of assigned technology services.

SPECIALIST II – TECHNOLOGY SUPPORT (Continued)

- * (2) Assist principals, technology contacts, and teachers in assessing their technology needs and provide direction or resources to meet those needs.
- * (3) Monitor, evaluate, and report on the availability and capacity of assigned technology services to ensure high availability of resources.
- * (4) Design, implement, and support school-wide computing networks (including network servers, network communications equipment, desktop workstations, and peripherals) throughout the district.
- * (5) Provide project management for planning, implementing, improving, and maintaining instructional computer software.
- * (6) Provide training to school-based technology contacts in the administration and use of school computing networks.
- * (7) Efficiently conduct research, collaborate with colleagues, and analyze technically and instructionally complex problems in order to effect solutions.
- * (8) Develop and encourage teachers' skills in the use of school computing networks for accessing instructional material and building collaboration across environments.
- * (9) Work with appropriate district personnel in the deployment of effective Web-based strategies that address the communications, public access, service delivery, and instructional functions of the district.

Inter / Intra-Agency Communication and Delivery

- * (10) Represent the Information Technology Department in local, state, or national meetings and conferences.
- * (11) Communicate with vendor technical support to resolve hardware and software problems.
- * (12) Keep supervisor informed, through proper channels, of potential problems or unusual events.
- * (13) Respond to inquiries and concerns in a timely manner.
- * (14) Disseminate information and current research to appropriate personnel.

Employee Qualities/Responsibilities

- * (15) Refer to professional journals and other current research to determine appropriate uses of technology applications and networking in education.
- * (16) Maintain expertise in assigned areas to fulfill project goals and objectives.
- * (17) Promote and support professional growth for self and others.
- * (18) Develop annual personal goals and objectives consistent with and in support of District goals and priorities.
- * (19) Refer to professional standards and practices to design and maintain efficient school computing environments.
- * (20) Attend training sessions, conferences and workshops to keep abreast of current practices and programs.
- * (21) Demonstrate initiative in the performance of assigned responsibilities.

System Support

- * (22) Prepare all required reports and maintain appropriate records.
- * (23) Demonstrate support for the School District and its goals and priorities.
- * (24) Work in a proactive and self-directed manner to plan and carry out the objectives and priorities of the department and district.
- * (25) Exhibit interpersonal skills to work as an effective team member.

SPECIALIST II – TECHNOLOGY SUPPORT (Continued)

- * (26) Follow the policies and procedures of the Information Technology Department and all School Board policies, rules and regulations.
- (27) Perform other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

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.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 07

*Essential Performance Responsibilities

Professional Salary Schedule – Pay Grade 10

Date of Board Approval: August 21, 2001

Date of Revision: April 21, 2009