

MONONA GROVE SCHOOL DISTRICT

Position Description

Position Title:	Technology Specialist
Department/Location:	District Wide
Reports To:	Technology Coordinator
Employees Supervised:	None

POSITION SUMMARY:

Under the general supervision of the Technology coordinator, the Technology Specialist has primary responsibility for the diagnosis, repair, installation and maintenance of network workstations, endpoints, mobile devices, A/V equipment, peripheral operating systems, and various hardware and software applications. Additionally, the Technology Specialist may be asked to provide phone system support and Help Desk management. Requests for support may come from multiple sources, including, but not limited to: walk-ups, phone calls, electronic ticketing systems and email. The Technology Specialist will collaborate with staff members and vendors in the fulfillment of his/her duties.

PERFORMANCE RESPONSIBILITIES: This position description is not intended to be an exhaustive list of all duties, knowledge or skills associated with this position, but is intended to accurately reflect the essential job elements. Any combination of the job functions shown below may be performed.

Essential Functions

1. Set up, install, document, and maintain all district workstations and endpoints in direct support of staff members and students.
2. Recommend and install hardware and software. This responsibility includes, but is not limited to the following tasks:
 - a. Inventorying hardware and software prior to installation.
 - b. Installing and testing operating systems and software for staff members and students.
 - c. Keeping current with software patches and updates.
 - d. Keeping current with new operating systems.
 - e. Working with the Network Administrator to ensure software compatibility.
 - f. Maintaining network and system integrity and consistency when recommending and implementing technology changes such as software, hardware, and processes.
3. Provide troubleshooting, maintenance and repair of computer equipment for the district.
4. Assist in administering the district's IT infrastructure, services, and endpoints.

5. Provide ad-hoc training for staff and students when resolving issues; propose and suggest process improvement and possibilities for more formalized staff training.
6. Regularly review assigned ticket and incoming ticket queue; thoroughly document resolutions to tickets and propose process improvement based on root cause and resolution of issues.
7. Ensure all district technology assets are properly entered into the asset management system. This includes items such as location, user, lease duration, purchase order number, and so forth.
8. Document all settings and procedures related to endpoints and technology system configurations, user guides including “how to” and frequently asked questions documents, and other IT functions as needed (i.e. Active Directory descriptions and notes for computers, groups, OUs; OS image build procedures; application configurations, and so forth).
9. Provide input as needed for school technology planning and network operations.
10. Assist the Technology Coordinator in the purchase and procurement of all technology equipment, software, and services.
11. Maintain standards and process with regard to Access and Identity Management with user accounts in multiple systems.

Additional Job Functions

1. Coordinate and communicate with other members of the IT team. Share knowledge with them and help to develop their technical capacities.
2. Stay current with relevant technologies as they evolve, and continuously learn about new technologies.
3. Actively participate in departmental meetings such as agenda items, suggestions, questions, and concerns to the team.
4. Maintain an orderly and safe work environment.
5. Promote a positive image of the district at all times.
6. Perform other duties as assigned by the Technology Coordinator and/or Director of Business Services.

QUALIFICATIONS:

Experience, Training, and Certification

1. Associate’s degree in computer systems or related field, or equivalent experience required.
2. Experience providing tier one (1) support in a helpdesk or desktop support role in an enterprise technology setting preferred.
3. Certifications such as CompTIA A+ and Network + and Microsoft Certified Professional preferred.
4. Experience working in an educational setting preferred.
5. A valid Wisconsin driver’s license is required for travel to district locations and conferences or seminars.

Knowledge, Skills, and Abilities

1. Attentive to detail and highly organized.
2. Ability to work productively in a team and independently.
3. Ability to explain complicated processes clearly.
4. Willingness to learn and become fluent in a wide variety of current and emerging technologies.
5. Ability to effectively manage time.
6. Ability to work collaboratively and effectively with staff, contractors, vendors, students, parents, Board members, and the public.
7. Ability to solve problems in emergencies or within tight deadlines, ask for help when needed, and communicate with stakeholders, team members, and staff.
8. Ability to maintain confidentiality of all district and student information.
9. Ability to communicate effectively in writing.

WORKING CONDITIONS:

Work Environment

1. Indoor office environment.
2. Continuous contact with staff and students.
3. Work involves frequent disruptions of daily schedule.
4. Travel to and from district locations and occasionally vendor locations, tradeshow, conferences, etc.

Physical Tasks

1. Must be able to sit or stand for prolonged periods, up to 6 hours in an eight- hour day.
2. Must be able to perform light physical work, frequently lifting up to 10 pounds and occasionally lifting up to 30 pounds without assistance in an indoor setting.
3. Must be able to communicate effectively on the telephone and in person to provide information and assistance.
4. Must be able to move throughout the building and from building to building.
5. Must be able to reach in all directions and bend/stoop to store and retrieve files, use telephone, calculator, computer and other office equipment.
6. Must have dexterity and hand/eye coordination necessary to operate computer keyboard, hand tools, test equipment and other office equipment such as fax machine, printers, etc.
7. Must have the ability to participate in numerous conversations throughout the day, both in person and over the telephone.
8. Must be able to complete job duties in an environment where background noise and frequent interruptions are the norm.
9. Must have the ability to maintain concentration and focus on tasks requiring timeliness and attention to detail.

Disclaimer: This position description is subject to change at any time.

Last Updated: March 22, 2016