

TITLE: Technology Specialist I

QUALIFICATIONS: High school diploma or higher.

Technical training and/or related background in hardware, software and educational technology applications.

A knowledge of computer hardware and software systems is essential. This may include but not be limited to networking basics, software installation, basic troubleshooting techniques, and network security. A fundamental understanding of current software/hardware and Internet services/applications utilized within District 308. Training experience with diverse age groups and levels of expertise.

Willingness to work in more than one location.

Ability to lift forty (40) pounds.

Have own transportation.

Certificate of good health signed by a licensed physician.

Such alternatives to the above qualifications as the Board may find appropriate and acceptable.

REPORTS TO: Assistant Superintendent for Planning, Technology and Operations.

PERFORMANCE RESPONSIBILITIES:

Set up, install, configure, repair, upgrade and maintain new and existing Academic and Administrative workstations, laptops and/or peripherals (printers, etc.) in all district facilities.

Install new software, upgrade existing software across District PC's.

Troubleshoot computer hardware and software and associated conflicts.

Reformat hard drives and reinstall operating systems and applications utilizing Novell Zenworks as needed.

Utilize appropriate utilities to resolve user problems, saving files, restoring lost files, etc.

Maintain inventory of computers, laptops, software, peripherals and IP addresses.

Verify that the software used in buildings is licensed and does not exceed the number of purchased licenses.

Staff the IS Help Desk on a rotating basis with the other Technicians.

Provide support to Faculty, Computer Lab assistants, LRC Directors and Administrative staff as needed.

Assist/train other Technology Specialists as needed.

Provide training to staff as necessary and/or as requested, including staff development classes.

Coordinate with outside vendors for troubleshooting and/or project implementation.

Continue to seek training to further job skills in operating systems and District software.

Consults with building principals, Learning Center Directors and assistants in determining individual building needs.

Network computers in the labs and classrooms, including settings and wiring, troubleshooting simple network connectivity problems.

Add new users to the network, control access rights and troubleshoot basic user account problems.

TERMS OF EMPLOYMENT: Contract 261 days per year.

EVALUATION: Performance of this job will be evaluated by the Manager of User Services or his/her designee.

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