

TITLE: Information Technology Specialist

QUALIFICATIONS: Certifications or record of successful experience directly related to the position; ability to maintain good rapport with students, faculty, and parents; ability to plan and organize to maximize an effective use of time and certification of good health signed by a licensed physician.

REPORTS TO: Assistant Superintendent for Teaching & Learning

JOB GOAL: Ensure students and staff have access to information technology related devices and resources. Manages school-based help desks and device inventory. Works directly with students who are interested in pursuing career opportunities in the information technology field. Collaborates with other technology staff and instructional staff integrating technology within teaching and learning.

PERFORMANCE RESPONSIBILITIES:

Ensures students and staff maintain access to information technology devices and resources.

Performs maintenance and conducts inventory of all student technology devices across the district.

Coordinates a student-run Help Desk that assists students with device and account issues.

Assists with Mobile Device Management usage and operation.

Works toward or maintains certifications that Help Desk students are working toward.

Examines trends in support cases and develops proactive solutions, both technical and educational, to common issues.

Assists with troubleshooting rostering issues through REST API and SFTP frameworks.

Bridges communication between technical and non-technical stakeholders.

Creates and conducts professional learning opportunities related to information technology in both face-to-face and online formats.

Facilitates device deliveries, end user onboarding, and device collections.

Assists with learning path of high school students enrolled in Help Desk courses and seeking technical certifications and/or work study.

Develops new processes and procedures to meet the demands of an evolving technology environment.

Maintains technical knowledge and actively seeks out opportunities to grow professionally.

Engages and collaborates with educational partners that support information technology in K12 environments.

Adheres to and communicates copyright as well as other laws and guidelines pertaining to the distribution and ethical use of all resources.

Troubleshoots hardware and software problems, sometimes of unfamiliar products or applications.

Implements best practices related to both information technology and the education process.

Assists in the development and implementation of the district technology plan.

Prepares and submits accurate reports as required.

Carries out non-instructional duties as assigned and/or as needed.

TERMS OF EMPLOYMENT: Term contract with specified beginning and ending dates as indicated in letter of employment.

EVALUATION: Evaluation of the performance of this job will be based on a combination of self-evaluation and supervisor's evaluation according to the procedures developed for all district personnel.