JOB TITLE:	SPECIALIST TECHNOLOGY INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	~~IV~~ II GRADE 9
WORK YEAR:	~~220~~ 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4224
BARGAINING UNIT:	CERX

REVISED:

~~NEW:~~ Submitted:

~~07/17/2019~~ ~~07/16/2019~~

09/27/2023 09/26/2023

SCOPE OF RESPONSIBILITIES
Assumes responsibility for the overall development, organization, implementation and monitoring of IT3 initiatives including ~~fiscal management and state reporting;~~ Customer Care, Service Management Software, Asset Management, Device Life Cycle Management and Identity Management. Also, supervises and directs the work of committees and other groups as needed.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Assumes responsibility for and assists with short-range and long-range planning of technology integration that supports the JCPS and KDE Technology Plan
Works cooperatively with all IT3 directors, specialists and managers in assessing and addressing the District's technology priorities and needs in order to develop, review and revise programs or activities
~~Prepares reports and makes recommendations for department as assigned~~
Ensures the accuracy and timeliness of all state reporting requirements; including but not limited to the Digital Readiness Report and Technology Activity Report
Provides oversight in scaling the district-wide distribution of instructional devices and life cycle management of student and staff devices using best practices for technology integration
Ensures continuous improvement of the overall technology lifecycle management process. Oversees the asset management system to include inventory of technology assets and instructional devices from procurement through end of life
Specializes in Identity Lifecycle Management to ensure a safe, seamless digital experience for students, staff, partners, and vendors to support technology integration
Provide support to the JCPS Microsoft and Google domain admins to ensure coherence between the identity lifecycle management process and Identity Lifecycle Management Provider
Supervises and directs the work of committees and task forces as assigned
Evaluates customer care satisfaction utilizing reporting, surveys, and feedback from JCPS service management software. Analyzes ticketing turnaround response time and high volume tickets. Seeks proactive solutions to reduce the need for support calls and tickets through automation, effectiveness, and knowledge base support.
~~Works closely with District and school staff to obtain information regarding the effectiveness of assigned programs or activities~~
~~Provides technical assistance to District and school staff in the areas of technology integration~~
Collaborates with stakeholders ~~to identify suitable benchmarking opportunities for improved productivity, efficiency and technology quality~~ along with the JCPS Cybersecurity Team to ensure that cybersecurity tools are integrated seamlessly with the JCPS Identity Management Solution to close security gaps in identity and access controls
Ensures compliance with local, state and federal regulations and procedures related to area of assignment
Ensures compliance with Board Goals and Administrative Objectives related to area of assignment
Evaluates staff as assigned
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline

PHYSICAL DEMANDS
The work is primarily sedentary. The work at times requires bending, squatting, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires being around moving machinery, driving automotive equipment, exposure to marked changes in temperature and humidity and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS
~~Master's~~ Bachelor's Degree ~~w/ valid Kentucky Teaching Certificate~~ in area of assignment
Three (3) years of successful leadership experience with instructional technology
Demonstrated ability to develop short and long-range plans and to complete these plans as scheduled
Effective communication skills

DESIRABLE QUALIFICATIONS
Experience with information technology
District-level leadership experience
Experience in a diverse workplace

JOB TITLE:	SPECIALIST TECHNOLOGY INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4224
BARGAINING UNIT:	CERX

REVISED: 09/27/2023

Submitted: 09/26/2023

SCOPE OF RESPONSIBILITIES
Assumes responsibility for the overall development, organization, implementation and monitoring of IT3 initiatives including Customer Care, Service Management Software, Asset Management, Device Life Cycle Management and Identity Management. Also, supervises and directs the work of committees and other groups as needed.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Assumes responsibility for and assists with short-range and long-range planning of technology integration that supports the JCPS and KDE Technology Plan
Works cooperatively with all IT3 directors, specialists and managers in assessing and addressing the District's technology priorities and needs in order to develop, review and revise programs or activities
Ensures the accuracy and timeliness of all state reporting requirements; including but not limited to the Digital Readiness Report and Technology Activity Report
Provides oversight in scaling the district-wide distribution of instructional devices and life cycle management of student and staff devices using best practices for technology integration
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Collaborates with stakeholders along with the JCPS Cybersecurity Team to ensure that cybersecurity tools are integrated seamlessly with the JCPS Identity Management Solution to close security gaps in identity and access controls
Ensures compliance with local, state and federal regulations and procedures related to area of assignment
Ensures compliance with Board Goals and Administrative Objectives related to area of assignment
Evaluates staff as assigned
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline

PHYSICAL DEMANDS
The work is primarily sedentary. The work at times requires bending, squatting, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires being around moving machinery, driving automotive equipment, exposure to marked changes in temperature and humidity and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS
Bachelor's Degree in area of assignment
Three (3) years of successful leadership experience with instructional technology
Demonstrated ability to develop short and long-range plans and to complete these plans as scheduled
Effective communication skills

DESIRABLE QUALIFICATIONS
Experience with information technology
District-level leadership experience
Experience in a diverse workplace

REVISED

~~NEW:~~ ~~07/01/2019~~ 09/27/2023

Submitted: ~~06/11/2019~~ 09/26/2023

JOB TITLE:	COORDINATOR NETWORK
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8569
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Maintains the computing environment by identifying network requirements, installing upgrades/updates, and monitors network and IPT performance. Provides daily technical support for identifying, troubleshooting and resolving data and voice network issues. Works closely with the network and infrastructure services teams to ensure network uptime and ensures all network equipment are updated/upgraded and backed up as per industry-standard best practices. Assists network engineer and other team members in identifying and mitigating risks and vulnerabilities.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Establishes LAN/WAN network specifications according to established policies and procedures by analyzing workflow, access, information, and security requirements
- Maintains network performance by performing network monitoring, analysis, and performance tuning; troubleshoots and resolves network problems utilizing appropriate analytical tools and test equipment; escalates problems to vendor; follows ITIL standards and established SLAs to conduct root-cause analysis of events and coordinates with vendor tickets to ensure complete issue resolution
- Administers and configures routers and related equipment including interface configuration and routing protocols
- Secures the network by developing network access, monitoring, control, and evaluation, and is available on call 24 hours a day, seven days a week
- Assists the network engineer in the creation and maintenance of the network documentation and follows enterprise change control methodologies to affect necessary changes to the network infrastructure
- Upgrades the network by conferring with vendors and team members; develops, tests, evaluates, installs enhancements, and communicates effectively and promptly with the team, internal and external customers and vendors
- Protects the organization's value by keeping information confidential and assists end-users in data/network security related matters
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests and explores opportunities to add value to job accomplishments
- Keeps abreast of emerging trends and threats and implements appropriate mitigation measures; stays current on certifications by successfully completing updated certification exams
- Evaluated staff as assigned
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

~~The work is primarily sedentary.~~ The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS
~~Bachelor's~~ Associate's degree ~~in a related field and/or three years of demonstrable experience in a directly related field.~~
~~Two (2)~~ One (1) year~~s~~ of demonstrable experience supporting ~~an enterprise~~ network infrastructure in ~~the said capacity~~ a mid to large organization
Excellent written and oral communication skills coupled with thorough knowledge of enterprise networking methodologies and protocols including configuring and managing enterprise network equipment.
A current, relevant, and industry-recognized certification or ability to complete department-designated and department- paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS
~~Master's~~ Bachelor's degree
Experience leading a team of network support staff.
Experience in enterprise LAN/WAN design and network security
Experience in a diverse workplace

JOB TITLE:	COORDINATOR NETWORK
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8569
BARGAINING UNIT:	CLAP

REVISED: 08/30/2023

Submitted: 08/29/2023

SCOPE OF RESPONSIBILITIES
Maintains the computing environment by identifying network requirements, installing upgrades/updates, and monitors network and IPT performance. Provides daily technical support for identifying, troubleshooting and resolving data and voice network issues. Works closely with the network and infrastructure services teams to ensure network uptime and ensures all network equipment are updated/upgraded and backed up as per industry-standard best practices. Assists network engineer and other team members in identifying and mitigating risks and vulnerabilities.

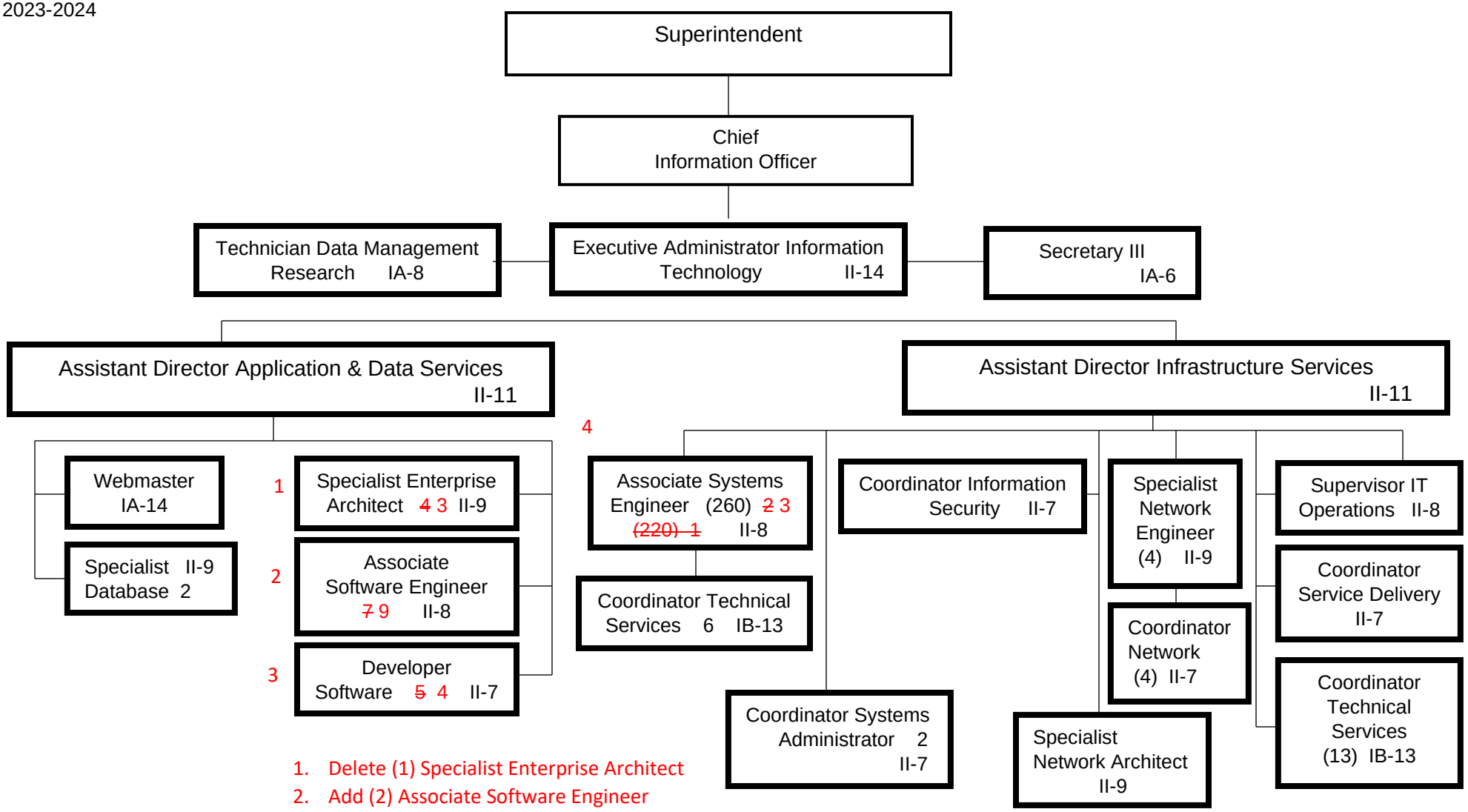
PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Establishes LAN/WAN network specifications according to established policies and procedures by analyzing workflow, access, information, and security requirements
Maintains network performance by performing network monitoring, analysis, and performance tuning; troubleshoots and resolves network problems utilizing appropriate analytical tools and test equipment; escalates problems to vendor; follows ITIL standards and established SLAs to conduct root-cause analysis of events and coordinates with vendor tickets to ensure complete issue resolution
Administers and configures routers and related equipment including interface configuration and routing protocols
Secures the network by developing network access, monitoring, control, and evaluation, and is available on call 24 hours a day, seven days a week
Assists the network engineer in the creation and maintenance of the network documentation and follows enterprise change control methodologies to affect necessary changes to the network infrastructure
Upgrades the network by conferring with vendors and team members; develops, tests, evaluates, installs enhancements, and communicates effectively and promptly with the team, internal and external customers and vendors
Protects the organization's value by keeping information confidential and assists end-users in data/network security related matters
Accomplishes organization goals by accepting ownership for accomplishing new and different requests and explores opportunities to add value to job accomplishments
Keeps abreast of emerging trends and threats and implements appropriate mitigation measures; stays current on certifications by successfully completing updated certification exams
Evaluated staff as assigned
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Performs other duties as assigned by supervisor

PHYSICAL DEMANDS
The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS
Associate's degree
One (1) year of demonstrable experience supporting network infrastructure, preferably in a mid to large organization
Excellent written and oral communication skills coupled with thorough knowledge of enterprise networking methodologies and protocols including configuring and managing enterprise network equipment.
A current, relevant, and industry-recognized certification or ability to complete department-designated and department- paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS
Bachelor's degree
Experience leading a team of network support staff.
Experience in enterprise LAN/WAN design and network security
Experience in a diverse workplace

Munis Unit No. MI1
Information Technology
2023-2024



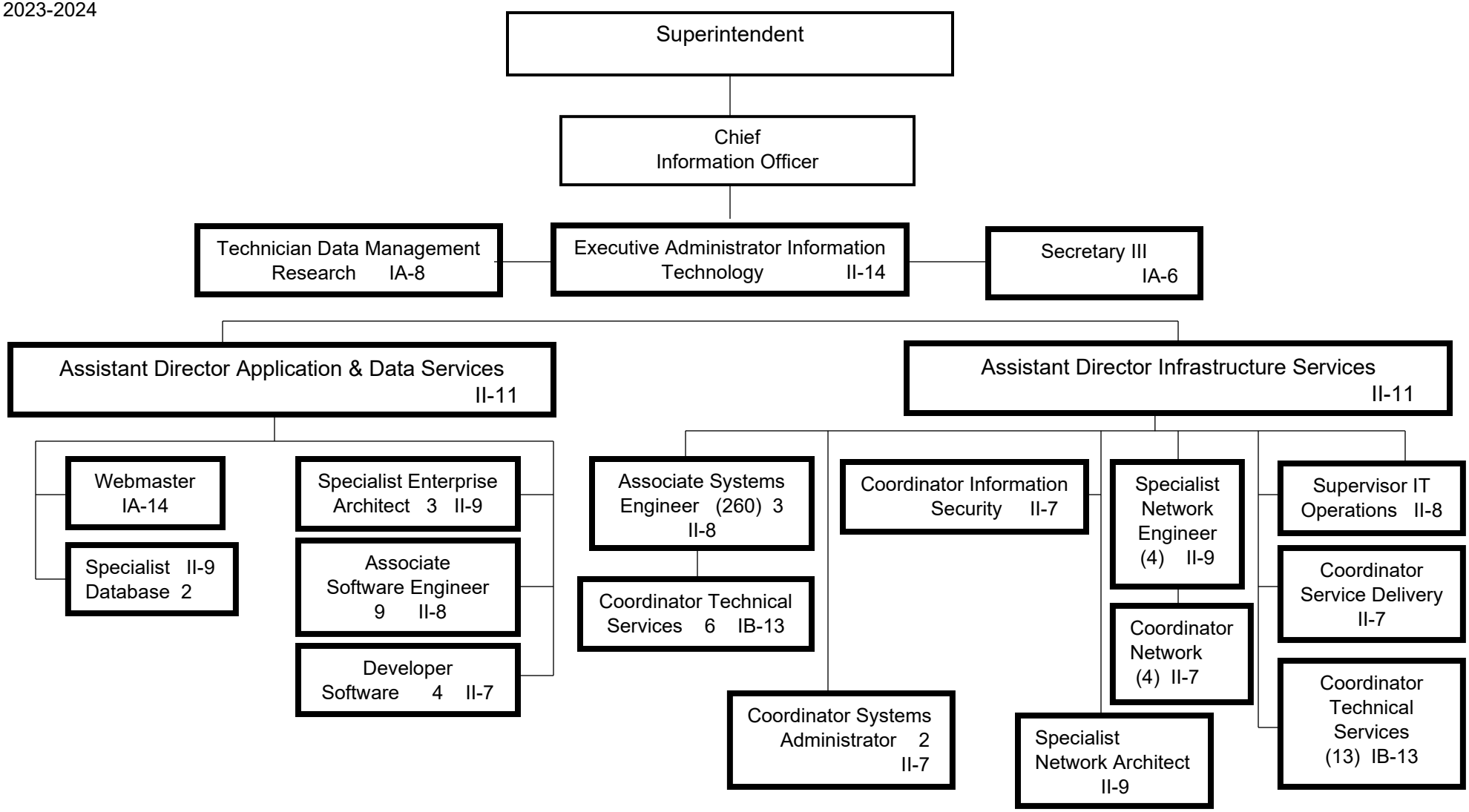
1. Delete (1) Specialist Enterprise Architect
2. Add (2) Associate Software Engineer
3. Delete (1) Developer Software
4. Change (1) Associate Systems Engineer to 260 days

Summary:

General Fund Positions: 60
Categorical Fund Positions: 0

Submitted: ~~07/25/2023~~ 09/26/2023
Effective: ~~07/26/2023~~ 09/27/2023

Munis Unit No. MI1
Information Technology
2023-2024

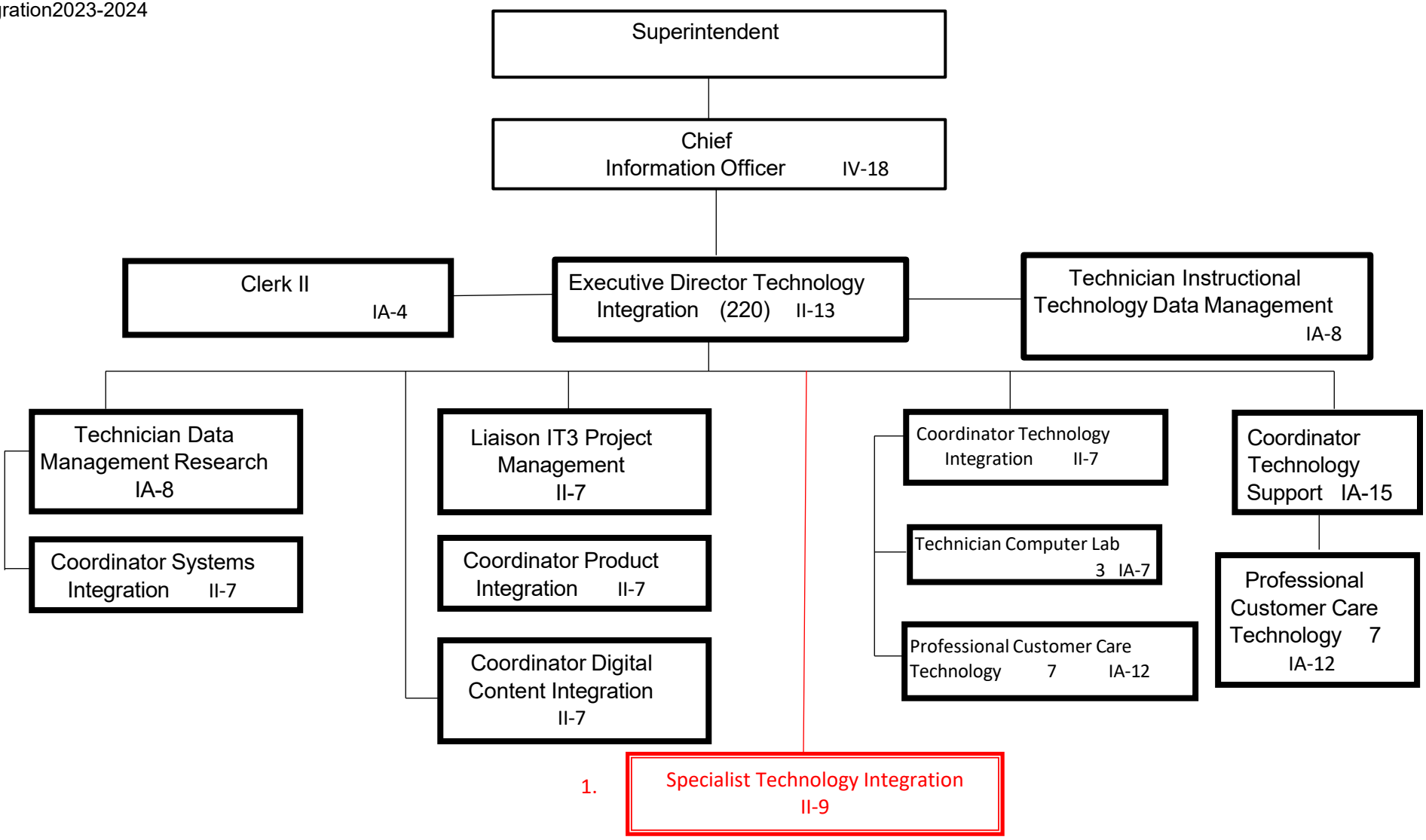


Summary:

General Fund Positions: 60
Categorical Fund Positions: 0

Submitted: 09/26/2023
Effective: 09/27/2023

Munis Unit No. CE1
Technology
Integration2023-2024



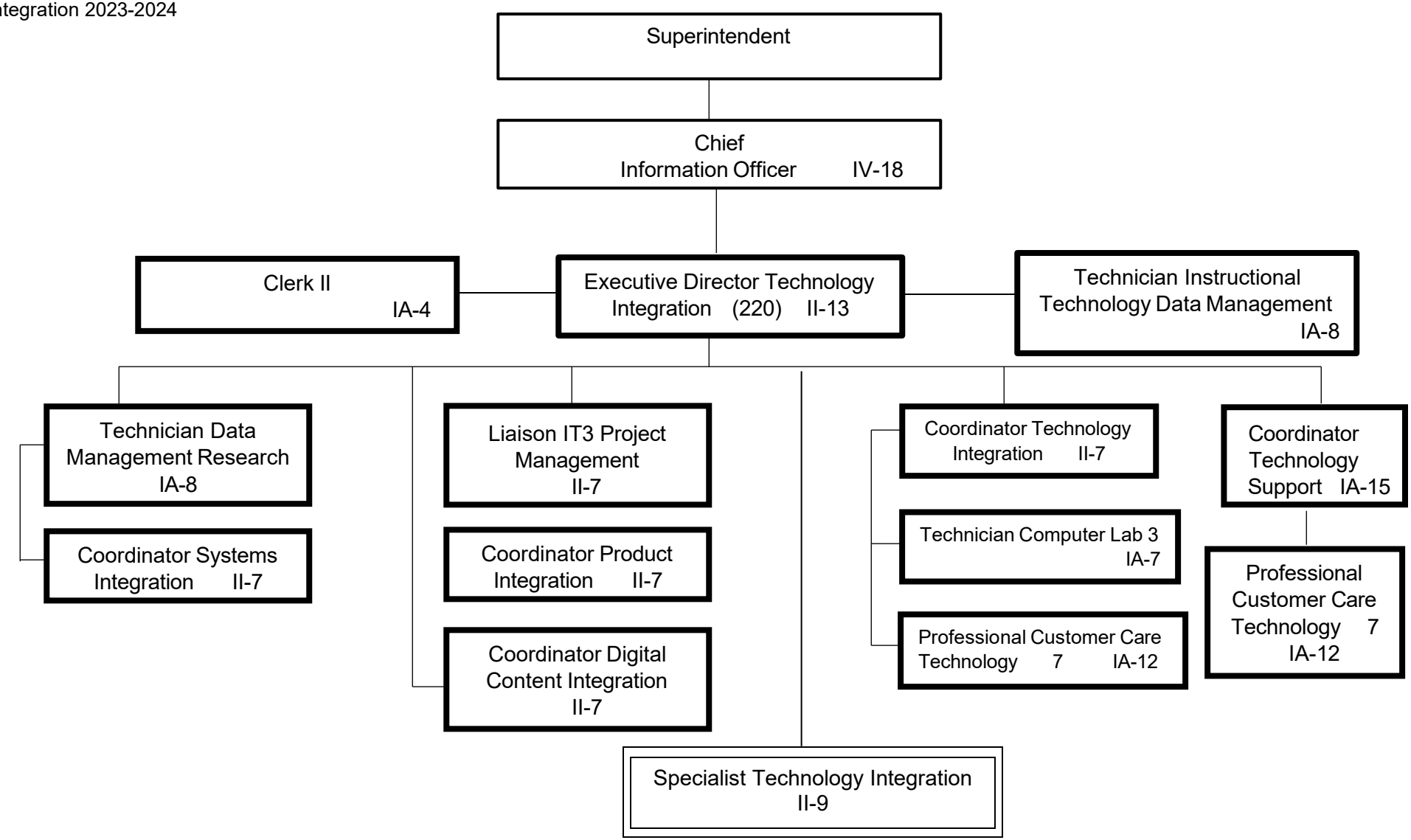
1. Add (1) Specialist Technology Integration

Summary:

General Fund Positions: 27
Categorical Fund Positions: ~~0~~ 1

Submitted:~~03/28/2023~~ 09/26/2023
Effective: ~~03/29/2023~~ 09/27/2023

Munis Unit No. CE1
Technology
Integration 2023-2024



Summary:

General Fund Positions: 27
Categorical Fund Positions: 1

Submitted: 9/26/2023
Effective: 9/27/2023