

Revised
July 1, 2016



JOB TITLE	ADMINISTRATOR DEVELOPMENT SPECIALIST		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	IV GRADE 9		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	DIRECTOR ADMINISTRATOR RECRUITMENT AND DEVELOPMENT		
SUPERVISES			

SCOPE OF RESPONSIBILITIES

Provides support and technical assistance in the area of administrator recruitment and development; surveys system-wide administrator development needs; develops, implements, and monitors effectiveness of administrator recruitment and development programming; remains current on education administrator trends, regulations and legislation to insure program remains competitive and in compliance; organizes and monitors administrator professional development and certified professional leave.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assumes responsibility for and/or assists in short-range and long range administrator recruitment and development planning

Works cooperatively with supervisor and other district personnel to assess and address district priorities and needs in the areas of administrator recruitment and development

Researches past and current practices in administrator recruitment and development and integrates research into all areas of responsibility

Works cooperatively with supervisor and university partners to develop and implement recruitment programming

Coordinates appropriate evaluation training materials and programs

Provides technical assistance to district and school staff in certified employee evaluation system implementation

Provides technical assistance to district and school staff in the areas of professional leave and certified professional leave

Assures compliance with local, state and federal regulations and procedures related to administrator recruitment and evaluation training

Assures compliance with JCPS Mission and Vision related to unit responsibilities

Performs other duties as assigned by the Director of Administrator Recruitment and Development

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, climbing, reaching and the ability to lift, carry, push or pull light weights. The work requires use of hands for simple grasping and fine manipulations. The work requires driving automotive equipment.

MINIMUM QUALIFICATIONS

Master's Degree with Kentucky Certification in Administration (Principal Certification)

Three (3) years successful experience in local school administration.

Effective written and verbal communication skills

DESIRABLE QUALIFICATIONS

REVISED
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JOB TITLE	BENEFITS SPECIALIST		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	IV/GRADE 9		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	MANAGER BENEFITS		
SUPERVISES			

SCOPE OF RESPONSIBILITIES

Provides specialized expertise regarding employee benefit programs offered to JCPS employees including assisting in the selection, enrollment, management, and first tier issue resolution as well as providing expert counsel to department employees in all areas including the Affordable Care Act.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Provides advice, counsel and expertise to Benefits Counselors, Principals, and Employees with respect to employee benefits, wellness programs, and the Affordable Care Act.

Coordinates, under the direction of the Benefits Manager, compliance with the employer shared responsibility portion of the Affordable Care Act including tracking hours and eligibility, and the production/distribution of annual Form 1095-C and IRS 1094 transmittal. Produces snapshots, analyzes data, and assists the Benefits Manager with all areas of employer compliance.

Conducts research and analyzes Benefit functions and industry trends to make recommendations to Benefits Manager

Processes applications and enrolls employees in self-administered ancillary benefit programs

Calculates and processes all District paid employee benefit premiums and coordinates payment

Reconciles and processes payment for the District's occupational medicine provider services

Plans and facilitates the annual employee benefits and health fair for JCPS employees and assists the Benefits Manager with annual benefit renewals and open enrollment activities, as directed.

Coordinates the disability retirement process including counseling employees, conducting accommodation conferences, and completion of disability retirement application paperwork for all Classified personnel enrolled in the County Employee's Retirement System (CERS).

Reviews Kentucky Teachers' Retirement System (KTRS) applications for all substitute teachers.

Maintain department budget information and process time & attendance and payroll for the department

Performs other duties as assigned by the Benefits Manager

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights. The work requires activities involving driving automotive equipment.

MINIMUM QUALIFICATIONS

Bachelor's Degree

Three (3) years successful experience in employee benefits

Strong organizational and analytical skills; and proven ability to communicate orally and in writing

General working knowledge of employer compliance under the Affordable Care Act

DESIRABLE QUALIFICATIONS

CEBS, CBP, PHR, or SPHR certification

General knowledge of ERISA, HIPAA, COBRA, FMLA, ADA and other regulations governing employee benefits

General knowledge of Kentucky education law and federal employment law

REVISED
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JOB TITLE	COORDINATOR TECHNOLOGY SUPPORT SERVICES		
DIVISION	OPERATIONS SERVICES		
SALARY SCHEDULE	II GRADE 9		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	MANAGER TECHNOLOGY SUPPORT SERVICES		
SUPERVISES	N/A		

SCOPE OF RESPONSIBILITIES

Coordinates the day-to-day operations of the JCPS technology support services teams that provide operational support for all system-wide technology used in the district. Works closely with the Manager Technology Support Services to direct the activities of the technology services staff and ensures that end users are receiving service in a timely and efficient manner. Insures district-wide compliance with all technology policies and procedures related to the proper purchase, operation, end-of-life, sanitization, and disposal of technology equipment. Coordinates technical support with Infrastructure Services, Computer Education Support and other stakeholders.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Coordinates the activities of the technology support services teams in the area of technology maintenance and support. Insures all work is done in an efficient and timely manner and is available on call 24x7.

Insures the enterprise antivirus software is in compliance with State requirements.

Designs and implements best practices, standards, and operational guidelines for providing software updates, computer services, and associated images including mobile devices for all JCPS users.

Insures compliance with established SLAs, all district-wide technology architectural standards, hardware policies and procedures. Specifically, ensures all technology related equipment is purchased, operated, maintained, secured, inventoried, tracked, retired, sanitized and disposed of properly, and creates and maintains auditable records of such activities.

Coordinates with and assists JCPS school-based staff in maintaining and reporting hardware inventories and consults with school-based administrators on the selection, purchase, and implementation of school-based technology.

Keeps abreast of emerging technologies and threats to identify service trends, and works closely with the infrastructure services group to review, design, test, implement, and support innovative enterprise computing environments and mitigation services, as well as recommends and implements cost efficient measures to increase operational efficiencies.

Works closely with management and the support teams to establish and implement technical support best practices and measures as well as effective change management strategies.

Utilizes effective communication skills to interact with internal clients and external stake holders on all levels to help resolve IT-related issues and provides answers in a timely manner.

Works closely with the Manager Technology Support Services and other IT team members to design, track, and report, key performance indicators, and implements measures to sustain high levels of technology support performance among staff.

Mentors team members and stays current on certifications(s) by successfully completing updated certification exams.

Assists management with the creation and delivery of the annual KDE Technology Activity Report (TAR), the annual KDE Technology Readiness Report (TRR) and the annual KDE Report card.

Performs other duties as assigned by the Manager Technology Support Services.

PHYSICAL DEMANDS

The work is primarily sedentary, with occasional field work. It requires the ability to communicate effectively using speech, vision and hearing. 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 degree in related field

Five (5) years of proven hands-on experience managing enterprise technical teams and providing technology support using ITIL best practices.
Excellent written and oral communication skills coupled with thorough knowledge in the areas of support desk, client support, infrastructure support, hardware maintenance, support and warranty, and hardware sanitization and disposal as well as knowledge of industry-standard hardware, software and networking technologies used in school district settings.
A current, relevant, and industry-recognized certification or ability to complete department-designated and department-paid certification(s) within twelve (12) months of hire.

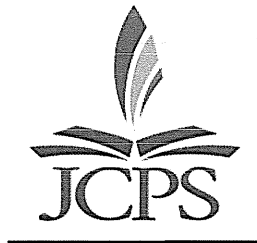
DESIRABLE QUALIFICATIONS

Master's degree.

Project Management training.

Knowledgeable with technology grants and managing state provided technology funds.

Revised
July 1, 2016



JOB TITLE	DIRECTOR ADMINISTRATOR RECRUITMENT AND DEVELOPMENT		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	IV GRADE 13		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	DIRECTOR HUMAN RESOURCES		
SUPERVISES	ADMINISTRATOR DEVELOPMENT SPECIALIST, PROFESSIONAL DEVELOPMENT SPECIALIST, SECRETARY III		

SCOPE OF RESPONSIBILITIES

Assumes responsibility for planning, coordinating and managing the district's administrative recruitment and development programs; provides oversight of technical support for district's professional development and leave

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Researches, plans, organizes and conducts training programs, seminars and conferences for certified and classified personnel designed to improve leadership, supervisory and evaluation skills

Designs and implements promotional procedures; makes timely announcements of dates to be observed by personnel aspiring to managerial positions

Counsels applicants, providing feedback and advice

Recommends management transfers, dismissals and promotions

Coordinates and conducts leadership training

Provides input for identifying and defining present and future training needs by assisting with coordinating and conducting needs analysis

Coordinates the administrative and managerial staffing activities, including internal and external recruitment

Ensures compliance with district goals and objectives, and with state and federal regulations

Performs other duties as assigned by the Director Human Resources

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, climbing, reaching and the ability to lift, carry, push or pull light weights. The work requires use of hands for simple grasping and fine manipulations. The work requires driving automotive equipment.

MINIMUM QUALIFICATIONS

Master's Degree and Kentucky Professional Certification in Administration and Supervision

Three (3) years successful experience as a principal

Three (3) years successful experience in personnel management

DESIRABLE QUALIFICATIONS

Knowledge of management recruitment techniques and programs

Doctorate Degree

REVISED
MAY 10, 2016



JOB TITLE	DIRECTOR OF CURRICULUM AND COMMUNITY ENGAGEMENT
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE	IV GRADE 13
WORK YEAR	260 DAYS
REPORTS TO	FLSA STATUS
SUPERVISES	EXEMPT
	ASSISTANT SUPERINTENDENT CURRICULUM AND INSTRUCTION
	SECRETARY III, CLERK I, SPECIALIST II (5),
	NATURALIST, RESOURCE TEACHER (7),
	ACADEMIC PROGRAM CONSULTANT III (ESL)

SCOPE OF RESPONSIBILITIES

Provides leadership to and direct supervision of curriculum development within the Related Arts field to ensure the alignment of the Kentucky Academic Standards. Promote overall efficiency and maximizing of curriculum and community services in support of educational achievement for K-12.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Supervises, evaluates, and provides direction to staff assigned to K-12 curriculum development for Related Arts, College/Career Readiness, and intervention supports

Ensures Related Art K-12 curriculum alignment

Performs CCR data analysis to determine and communicate recommendations for curriculum modifications

Understands and communicates best practice instruction and assessment

Deepens relationships with various community stakeholders to enhance student learning and equitable access

Provides community engagement advice and support to external partners

Coordinates community engagement plans for projects and initiatives

Serves as a liaison with other units, departments, and community organizations

Ensures compliance with federal laws, Kentucky Statutes, Kentucky Board of Education regulations, and Jefferson County Public Schools policies, rules, and procedures relating to instructional programs

Collaborates with District staff to ensure achievement for all and each student

Collaborates with other departments and decisions of JCPS and with the Kentucky Department of Education to ensure achievement for each student

Performs other duties as assigned by the Assistant Superintendent Curriculum and Instruction and the Superintendent

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, crawling, 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 activities involving driving automotive equipment.

MINIMUM QUALIFICATIONS

Master's Degree with Kentucky Certification in Administration

Five (5) years related work experience

Three (3) years successful experience teaching

Certification/licensure in area of assignment

Successful leadership experience

DESIRABLE QUALIFICATIONS

Advanced preparation in area of assignment

Continuous improvement mindset

Experience developing and maintaining relationships with external partners, provides effective stewardship with existing resources and assets

Experience delivering professional development to large groups of teachers and administrators

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JOB TITLE		DIRECTOR DISTRICT PERSONNEL		
DIVISION	SALARY SCHEDULE WORK YEAR REPORTS TO SUPERVISES	BUSINESS SERVICES		
		IV GRADE 12		
		260 DAYS	FLSA STATUS	EXEMPT
		DIRECTOR HUMAN RESOURCES		
		SUBSTITUTE CENTER SPECIALIST, HUMAN RESOURCES ASSISTANTS, SPECIALIST II, RECRUITER, RESOURCE TEACHER, HR GENERALIST, CERTIFIED STAFFING CONSULTANTS, CLERK IIIs		

SCOPE OF RESPONSIBILITIES

Provides leadership to and direct supervision of an organization unit, program or department; plans, organizes, and implements activities which may affect more than one organizational department or major activity; maintains contact with other departments internally and externally on routine matters where significant judgment is required.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Supervises and provides direction to implement goals, objectives and functions of the organizational unit
Initiates policy, formulates and recommends program goals and objectives, as appropriate
Develops the operating budget for the organizational unit and assures that all functions operate with the appropriated amounts
Prepares required and special reports, as requested
Provides effective leadership to implement performance evaluation procedures
Cooperates with Principals and/or other organizational units to implement common goals and objectives
Assures compliance with federal,, state and district policy, administrative procedures and negotiated agreements as applicable to assignment
Assures effective implementation of district goals and objectives where applicable
Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

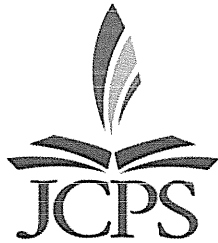
The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires use of hands for simple grasping and fine manipulations. The work requires driving automotive equipment.

MINIMUM QUALIFICATIONS

Master's Degree
Three (3) years successful experience in human resources
Kentucky teaching certificate
Successful leadership experience

DESIRABLE QUALIFICATIONS

Advanced preparation in area of assignment



JOB TITLE		DIRECTOR HUMAN RESOURCES		
DIVISION SALARY SCHEDULE WORK YEAR REPORTS TO SUPERVISES		BUSINESS SERVICES		
		II GRADE 14		
		260 DAYS	FLSA STATUS	EXEMPT
		CHIEF BUSINESS OFFICER		
		DIRECTOR ADMINISTRATOR RECRUITMENT AND DEVELOPMENT, DIRECTOR DISTRICT PERSONNEL, HUMAN RESOURCES PROCESSING COORDINATOR, MANAGER BENEFITS, AND DATA MANAGEMENT/RESEARCH TECHNICIAN		

SCOPE OF RESPONSIBILITIES

Provides leadership, general oversight and direct supervision and direction to management of the district's Human Resources programs and activities including employment, compensation, employee benefits, and employee assistance.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Provides general oversight and direction to personnel services and employee relations programs in the district

Formulates and recommends Human Resources policies for the district

Determines and recommends practices necessary to establish a positive employer-employee relationship and to promote a high level of employee morale

Provides leadership and general direction to the process of job design, job evaluation and performance appraisal program

Provides leadership and direction to wage and hour compliance, administration of unemployment claims workers practices and procedures

Provides leadership and general direction to manpower forecasting activities including recruiting and placement practices and procedures

Provides leadership and general direction to the district's employee benefits programs and services

Defines the district's Human Resources programs and ensures that duties, areas of authority/responsibility and accountability are understood and that effective coordination of the activities within the Division are accomplished

Analyzes, interprets, prepares, distributes and maintains the district's job descriptions, organizational charts and related files

Responsible for management of the district's personnel records in compliance with Board Policy and applicable laws

Responds to open records requests, subpoenas, Kentucky retirement requests, audit requests, and employment verifications

Performs other duties as assigned by the Chief Business Officer

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, climbing, reaching and the ability to lift, carry, push or pull light weights. The work requires use of hands for simple grasping and fine manipulations. The work requires driving automotive equipment.

MINIMUM QUALIFICATIONS

Bachelor's Degree

Five (5) years successful experience in human resources

Diverse combination of education

DESIRABLE QUALIFICATIONS

Generalist background with broad knowledge of employment, compensation, organizational planning, employee relations, employee benefits, employee assistance programs and employee training

Demonstrated ability and experience leading a Human Resources department

Demonstrated ability to supervise employees

Knowledge of practices and regulations guiding the employment process and employment law

NEW
JULY 1, 2016



JOB TITLE	EMPLOYEE RELATIONS PARALEGAL		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	II/GRADE 7		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	DIRECTOR LABOR MANAGEMENT & EMPLOYEE RELATIONS		
SUPERVISES	Clerk III		

SCOPE OF RESPONSIBILITIES

Provides specialized expertise regarding labor management and employee relations to all principals, managers and supervisors including contract administration, grievance/complaint processing, advise on employee discipline and the development of processes to deal effectively with employee/labor relations and performance issues. Prepares spreadsheet, database or presentation software concerning grievances, mediations, and unemployment.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assists in preparing and conducting research for labor-management contract negotiations; assists with administering all provisions of collective bargaining agreements

Acts as management representative in contract with union officials on all matters pertaining to management's decision with regard to disciplinary action, promotions, demotions, transfers, separations, layoffs, and wage and salary adjustments as assigned

Provides advice, counsel and expertise to managers, employees, and HR professionals with respect to the interpretation and application of Board policies and practices. Provides expertise and coaching on sound employee and labor relations practices to department leadership that will positively affect operations

Interprets as needed, collective bargaining agreements and represents management in the settlement of grievances/*mediations* under established grievance procedures, issuing grievance resolutions and recommending changes to policy and processes to ensure compliance with agreements Acts as management representative as needed, with counsel on preparation and adjudication of arbitrations and mediations

Participates in meetings between labor and management to discuss and attempt to resolve *grievances at the lowest level. Communicate and schedule dates for negotiating sessions between JCPS and union representatives.*

Processes unemployment claims including gathering factual information and attending hearings as necessary as the School District's representative.

Compiles and retains labor management and employee relation data and prepares and presents reports and briefings as necessary. *Prepares spreadsheet, database or presentation software concerning grievances, mediations, unemployment*

Performs and promotes all activities in compliance with equal employment and nondiscrimination policies of the Jefferson County Board of Education. Keep a schedule of upcoming contract expiration dates.

Prepare ground rules for negotiations, contract deviations, proposals, agreed articles, tentative and final collective bargaining agreements, etc. Assist JCPS labor negotiating team in gathering necessary information for document preparation for negotiation sessions. Maintain and update a status document of the collective bargaining agreement (contract) during negotiations, and proof this document against agreed articles for accuracy

Maintain current copies of all JCPS collective bargaining agreements with the labor unions; JCTA, Teamsters, SEIU, Jefferson County Nutrition Assoc, Jefferson County Association of Educational Support Personnel. Maintain current lists of contact information for all the Union personnel and representatives for JCPS

Keep members of the labor team advised of all remaining open articles in the contract that still need to be addressed. Maintain a log as to the status of where our contracts are in the system at any step of the signatory process subsequent to passage of said Collective Bargaining Agreement by the Union

Performs other duties as assigned by the Director Labor Management and Employee Relations

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, 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 activities involving driving automotive equipment.

MINIMUM QUALIFICATIONS
Bachelor's Degree in Business Administration, Industrial relations, Paralegal studies, Public Administration or related fields
Three (3) years successful experience in Labor Management, Employee Relations, Paralegal, or Human Resources

DESIRABLE QUALIFICATIONS
General Knowledge of Kentucky education law and federal employment law

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JULY 1, 2016**



JOB TITLE	FIELD SERVICES ENGINEER		
DIVISION	OPERATIONS SERVICES		
SALARY SCHEDULE	II GRADE 8		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	DESIGNATED SUPERVISOR		
SUPERVISES	SUPERVISOR TECHNOLOGY SERVICES		

SCOPE OF RESPONSIBILITIES

Supervises the Supervisor Technology Services, and assists the Information Technology group in the daily field service operations, including handling multiple hands-on projects. Acts as a direct liaison between various district technology departments, and directs the activities of the Supervisor Technology Services, and field technology services staff to ensure that end users are receiving service in a timely and efficient manner. Assists with development of processes, procedures, and policies that apply to technician standards and work standards. Serves as the direct contact for any escalation of complaints or issues involving field technicians, district staff, and state vendors. Continually maintains a professional working relationship with state approved vendors.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Directs and manages the Supervisor Technology Services, and mentors Field Technicians with respect to their work and day-to-day progress of assigned projects, as well as providing technical assistance as needed, by being on call 24x7.

Liaises directly with the district Information Technology staff, CES, and other technology departments throughout district.

Provides assistance with, and maintains the development of processes, procedures, and policies that apply to technician and work standards. Defines, designs, implements, and creates reports and statistics that measure work output and efficiency of Field Technicians. Guides field support staff in fulfilling their job requirements and achieving required certifications.

Assists with surplus property allocation and donation from, and to, the district. Insures upkeep of equipment inventory and general cleanliness of fleet vehicles.

Maintains professional working relationship between technology vendors who support Jefferson County Public Schools, and attends vendor showcases and presentations on new technology, when permissible and applicable.

Assists other Information Technology managers in executing multiple hands-on projects including but not limited to, hardware and software upgrades or updates, interpreting schematics, estimating IT project costs, wireless access point installations, network infrastructure maintenance, access control & surveillance, and surplus allocation. Utilizes effective time management, planning and people skills to liaise with district personnel, customers, management, and other team members to insure timely completion of projects, and to provide timely status updates.

Effectively handles escalation of any complaint or issue involving field technicians, district staff, and state vendors, and acts as a direct liaison between management, and maintains a working relationship with shop Union representative.

Assists the Information Technology department in creating, maintaining, submitting, and following up on warranty repair cases assigned to technology vendors, and stays current on certifications by successfully completing updated certification exams.

Assists management in planning, organizing, and scheduling training, and in the selection of technology for the district as well as designing and implementing lean, effective, and efficient technology field service operations.

Performs other duties as assigned by the designated supervisor.

PHYSICAL DEMANDS

The work is performed while standing, walking and sitting. It requires the ability to communicate effectively using speech, vision and hearing. The work at times is sedentary. It routinely involves using computer software to assist with daily work. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull heavy weights. The work involves being exposed to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS

Bachelor's Degree and/or Five (5) years of directly related experience.

At least one (1) year of proven experience managing a team of enterprise technology field support staff.

Valid driver's license.

Solid project management skills along with strong written and oral communication skills.

A current, relevant, and industry-recognized certification, or the ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire.

DESIRABLE QUALIFICATIONS

Master's Degree.

Desktop and server virtualization experience, electronic and networked equipment support experience.

REVISED
July 1, 2016



JOB TITLE	FIELD TECHNICIAN		
DIVISION	OPERATIONS SERVICES		
SALARY SCHEDULE	IB GRADE 12		
WORK YEAR	260 DAYS	FLSA STATUS	NON-EXEMPT
REPORTS TO	SUPERVISOR TECHNOLOGY SERVICES		
SUPERVISES	N/A		

SCOPE OF RESPONSIBILITIES

Provides installation, troubleshooting, and maintenance services of district technology including, but not limited to, voice and data equipment, computing equipment, business machines, electronic and audio visual equipment, network and other district technology equipment. Continually communicates with business owners, school technology coordinators and district staff regarding technology repair processes, and provides technical support to district staff. Effectively tracks and annotates work performed according to policies, procedures and performance standards mandated by management.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Effectively, professionally, and respectfully represents Information Technology to other teams and business owners, works cooperatively with peers and superiors to cross train, and to deliver excellent customer service.

Researches, gathers and shares knowledge to develop better processes and creative solutions that improve technical support, and streamline technology support operations on a continual basis.

Installs, maintains, upgrades/updates and repairs computing equipment, legacy/VoIP telephones, business machines, networking and wireless equipment, electronic equipment associated with access control, interactive and other audio visual classroom equipment, and all associated peripherals.

Assists the network team with installation, upgrade, and maintenance of all networking peripherals including but not limited to cabling, ports, switches, patch panels and wireless access points and uses appropriate tools when provided.

Provides support for the district's Information Technology products and services, including answering questions, interpreting schematics, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and in communicating policies and best practices.

Provides assistance and guidance on new technology purchased with KETS funding throughout district, as well as assists School Technology Coordinator and other stake holders with annual site inventory.

Effectively and routinely communicates with district staff and end users on district technology.

Continually adheres to and follows change management protocols, policies, procedures and performance standards mandated by management. Maintains accurate and well-organized inventory in fleet vehicle, and keeps vehicle clean, at all times.

Performs proper sanitization and disposal of technology equipment per district policy and procedures, and provides preventive maintenance, corrective repair services, and verifies all of the work performed, for accuracy and proper operation.

Completes assigned task tickets in a timely manner, and effectively utilizes the ticketing system platform as required by management.

Stays current on certification(s) by successfully completing updated certification exam(s) paid by the department, while keeping abreast of new systems and technologies through self-directed research.

Works closely with the management and other team leadership to support infrastructure-related tasks, including, but not limited to, scripting, virtual desktop infrastructure, data forensics, VoIP, and other Active Directory related tasks.

Performs all other duties as assigned by the Supervisor Technology Services and/or the Field Services Engineer.

PHYSICAL DEMANDS

The work is performed while standing or walking. It requires the ability to communicate effectively. The work requires the use of hands and tools for simple grasping and fine manipulations. The work, at times, requires bending, squatting, crawling, climbing and reaching with the ability to lift, carry, push or pull medium weights. The work involves being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS

Associate's Degree in electronics or related field and/or four (4) years of experience in computer or electronic equipment repair, or related field.
In-depth knowledge of computing equipment, electronic equipment and networking hardware, as well as all Microsoft Operating Systems and Microsoft Office products.
Excellent written and oral communication skills coupled with strong understanding of TCP/IP and network architecture and ability to effectively troubleshoot network related issues.
Must be able to work with and independently of others, with and without supervision.
A current, relevant, and industry-recognized certification, or the ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire.
Valid driver's license.
DESIRABLE QUALIFICATIONS
Bachelor's Degree.
Hardware manufacturer certification.
Project management experience.

New
July 1, 2016



JOB TITLE	HUMAN RESOURCES PROCESSING COORDINATOR		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	11 GRADE 10		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	DIRECTOR OF HUMAN RESOURCES		
SUPERVISES	HR GENERALIST, DATA MANAGEMENT RESEARCH TECHNICIAN, CLERK IIIs		

SCOPE OF RESPONSIBILITIES

Provides leadership and coordination of the JCPS Welcoming and Processing Center. Assumes responsibility for processing Classified staffing, Certified staffing and the application and assessment process for prospective employees. Oversees processing tasks for all new and prospective employees including support for onsite application processing and support for completion of new employee hiring processes. Remain current on industry trends, legislation, and regulations to ensure programs are in compliance.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Provides leadership and oversight to the Processing and Welcome Center

Develops, establishes and facilitates personnel action processing, and new employee welcoming

Monitors processes. Accumulates and researches data, documents and other pertinent information as it relates to the function and processes within the unit

Reviews, evaluates and/or establishes operational policies and procedures and makes modifications based on analysis of operations and other research information

Prepares, delivers or assists with training for staff

Prepares and/or assists in preparation of reports, records and other documentation, as required

Maintains communication and works closely with other administrators and staff within the unit and serves a liaison with other outside agencies, as required

Evaluates assigned staff

Assures compliance with federal, state and district policy and administrative procedures and negotiated agreements

Performs other duties as assigned by appropriate supervisor

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, climbing, reaching and the ability to lift, carry, push or pull light weights. The work requires use of hands for simple grasping and fine manipulations. The work requires driving automotive equipment.

MINIMUM QUALIFICATIONS

Bachelor's Degree

Three (3) successful experience in Human Resources

Knowledge and experience with various HRIS

Effective written and verbal communication skills

Ability to multi-task and drive multiple projects

DESIRABLE QUALIFICATIONS

Master's Degree

Human Resources Certifications

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JOB TITLE	LEAD FIELD TECHNICIAN		
DIVISION	OPERATIONS SERVICES		
SALARY SCHEDULE	1B GRADE 13		
WORK YEAR	260 DAYS	FLSA STATUS	NON-EXEMPT
REPORTS TO	SUPERVISOR TECHNOLOGY SERVICES		
SUPERVISES	FIELD TECHNICIAN(S)		

SCOPE OF RESPONSIBILITIES

Supervises assigned field technicians and provides installation, support, troubleshooting and maintenance services for district technology including, but not limited to, voice and data equipment, computing equipment, business machines, electronic and audio visual equipment, network and other district technology equipment. Tracks and expedites hardware and software warranty repair utilizing district approved vendor support. Continually communicates with School Technology Coordinator and district staff. Provides second tier support and leadership to Field Technicians as well as ensuring efficient and timely service to end users.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Effectively, professionally, and respectfully represents Information Technology to other teams and business owners, works cooperatively with peers and superiors to cross train, and to deliver excellent customer service.

Researches, gathers and shares knowledge to develop better processes and creative solutions that improve technical support, and streamline technology support operations on a continual basis.

Installs, maintains, upgrades/updates and repairs computing equipment, legacy/VoIP telephones, business machines, networking and wireless equipment, electronic equipment associated with access control, interactive and other audio visual classroom equipment, and all associated peripherals.

Supervises assigned Field Technicians and assists the network team with installation, upgrade, and maintenance of all networking peripherals including but not limited to cabling, ports, switches, patch panels and wireless access points, and uses appropriate tools when provided.

Provides support for the district's Information Technology products and services, including answering questions, interpreting schematics, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and in communicating policies and best practices.

Provides assistance and guidance on new technology purchased with KETS funding throughout district as well as assists School Technology Coordinator and other stake holders with annual site inventory.

Effectively and routinely communicates with district staff and end users on district technology.

Continually adheres to and follows change management protocols, policies, procedures and performance standards mandated by management. Maintains accurate and well-organized inventory in fleet vehicle, and keeps vehicle clean, at all times.

Performs proper sanitization and disposal of technology equipment per district policy and procedures, and provides preventive maintenance, corrective repair services, and verifies all of the work performed, for accuracy and proper operation.

Completes assigned task tickets in a timely manner and effectively utilizes the ticketing system platform as required by management.

Stays current on certification(s) by successfully completing updated certification exam(s) paid by the department, while keeping abreast of new systems and technologies through self-directed research.

Tracks and expedites hardware and software warranty repair utilizing district approved vendor support.

Routinely communicates with the Supervisor Technology Services and/or Field Services Engineer about issues and/or concerns pertaining to assigned duties and jobs to be performed.

Performs all other duties as assigned by the Supervisor Technology Services and/or Field Services Engineer.

PHYSICAL DEMANDS

The work is performed while standing or walking. It requires the ability to communicate effectively. The work requires the use of hands and tools for simple grasping and fine manipulations. The work, at times, requires bending, squatting, crawling, climbing and reaching with the ability to lift, carry, push or pull medium weights. The work involves being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS

Associate's Degree in electronics or computer related field and/or five (5) years of experience in computer repair field.

In-depth knowledge of computer and networking hardware as well as all Microsoft Operating Systems and Microsoft Office products.

Strong understanding of TCP/IP and network architecture and ability to effectively troubleshoot network related issues.

Excellent written and oral communication skills coupled with proven leadership qualities and ability to work independently of

others, with and without supervision.

A current, relevant, and industry-recognized certification, or the ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire.

Valid driver's license.

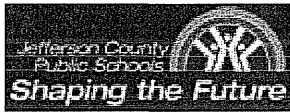
<u>DESIRABLE QUALIFICATIONS</u>
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Bachelor's Degree

Hardware manufacturer certification.

Project management experience.

Revised
May 10, 2016



JOB TITLE	LEAD MAINTENANCE NUTRITION SERVICE CENTER¹		
DIVISION	OPERATIONS SERVICES		
SALARY SCHEDULE	IB GRADE 11		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	MANAGER NUTRITION SERVICE CENTER		
SUPERVISES	NA		

SCOPE OF RESPONSIBILITIES

Participates in the installation, repair and maintenance of commercial food production, handling, storage, packaging, and related equipment, appliances and building systems in the Nutrition Service Center and school sites. Works with, monitors, and trains with vendors performing contract services. Leads maintenance personnel to ensure efficient work flow and high level of performance for facilities and equipment within this area of responsibility. Consults with manager to establish procedures, priorities and processes. Prepares reports, maintains records and controls cost of preventative maintenance and parts inventory.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Establishes and maintains appropriate routine programs of lubrication, testing, and preventative maintenance

In cooperation with other key personnel schedules and coordinates contract maintenance and repairs on service equipment

Employs proper procedures and tools used in pipe fitting, electrical work, electronic controls, plumbing, heating, refrigeration, hydraulics, pneumatics and digital controls as relates to the maintenance of the Nutrition Service Center equipment and building

Analyzes, interprets, and applies complex technical manuals, schematic diagrams, blueprints, plans, specifications, and instructions as relates to the full line maintenance of the Nutrition Service Center

Reads and interprets electrical, pressure, or vacuum gauges, meters and other recording devices and adjusts controls to ensure efficient operation and/or data recording

Responsible for operation of a heating, ventilation, refrigeration systems including low pressure boilers, chillers, conveyer systems, and steam pressure vessels. Tests, inspects, and observes functioning of all installed equipment and systems to detect hazards or requirements for adjustments, repair, or replacement

Maintains a Hazard Analysis and Critical Control Points environment

Trains assigned staff in the appropriate techniques to perform maintenance, testing, and repair of all Nutritional Service Center equipment and systems

Maintains emergency power systems and develops policies and procedures with supervisor for operations during emergency conditions. Maintains equipment and systems operation and maintenance manuals for all Nutrition Service Center

Performs other duties as assigned by the Manager Nutrition Service Center

PHYSICAL DEMANDS

The work is performed while standing or walking. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping, pushing and pulling of arm controls and fine manipulations. The work requires the use of feet for repetitive movements. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull heavy weights. The work requires activities involving being around moving machinery, driving automotive equipment, exposure to marked changes in temperature and humidity and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.

Three (3) years of experience in maintenance of commercial food service equipment

Valid commercial driver's license

DESIRABLE QUALIFICATIONS

Master electrical or plumbing license

Leadership experience

Experience working in a Hazard Analysis and critical control points environment, valid Universal Certification for Refrigerants removal, Recycling and purchasing.
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Valid Kentucky HVAC Journeyman's license
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¹ This position is categorically funded and re-employment is subject to periodic review based on availability of funds and continued need for the project.

REVISED
July 1, 2016



JOB TITLE	LEAVE CENTER SPECIALIST		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	II, GRADE 9		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	MANAGER BENEFITS		
SUPERVISES	Four (4) Clerk III		

SCOPE OF RESPONSIBILITIES

Coordinates the support for all leave of absence cases. Effectively coordinates all cases/claims to include general administration, comprehensive case management and program compliance with the Family and Medical Leave Act and all related employment laws. Performs exemplary customer service and assistance to employees, associates, cost center heads and principals. Remain current on industry trends, regulations and legislation to assure programs are in compliance

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Serves as the subject matter expert for the Leave Center

Interprets and administers leave programs and policies in accordance with applicable federal and state employment laws (FMLA, USERRA etc.).

Administers all aspects of leave programs. Provides extensive case management and coordinates administrative aspects of leaves

Independently approves and/or denies leave cases based on relevant medical information. Coordinates and organizes all medical information and ensures that HIPAA and Employee Privacy guidelines are closely monitored and effectively executed.

Manages all administrative aspects of leave to include tracking hours used/taken and working closely with HR, Benefits and Payroll to ensure pay for associates is accurate and correct.

Works closely with associates to ensure that all relevant completed medical documentation is submitted for timely review. Maintains appropriate contact with associates on leave and coordinates aspects of return to work, transfers, and extensions of leaves.

Conducts investigations of alleged fraudulent activity of leave cases. Works closely with the Employee Relations team to identify, research and resolve matters

Produces and manages reporting metrics and analytics for leave cases

Performs other duties as assigned by the designated supervisor

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights. The work requires activities involving driving automotive equipment.

MINIMUM QUALIFICATIONS

Bachelor's Degree

Working knowledge of FMLA, Federal and State legislation as it pertains to leaves

Three (3) years Human Resources experience

Effective written and verbal skills

DESIRABLE QUALIFICATIONS

Master's Degree

Human Resources Certification

Ability to multi-task and drive multiple projects

**REVISED
JULY 1, 2016**



JOB TITLE	MANAGER BENEFITS		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	II/GRADE 10		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	HUMAN RESOURCES DIRECTOR		
SUPERVISES	BENEFITS SPECIALIST, LEAVE CENTER SPECIALIST, BENEFITS COUNSELOR, TWO (2) ASSISTANT BENEFITS COUNSELORS, CLERK III		

SCOPE OF RESPONSIBILITIES

Responsible for the selection, administration, coordination, implementation and supervision of benefits programs offered to JCPS employees including medical, dental, vision, life, disability, wellness programs, flexible spending accounts, supplemental retirement plan options, and other ancillary benefits. Oversee the workers compensation program, Leave Center, and disability accommodations for the District. Remain current on industry trends, regulations and legislation to assure programs are in compliance including Health Care Reform.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Responsible for enrolling, managing, administering, and issue resolution for district provided and voluntary benefit programs including medical, dental, vision, life, disability, wellness, supplemental retirement plans and other ancillary benefits

Oversee the Leave Center, workers compensation self-insurance program, and disability accommodations

Coordinate compliance with the Affordable Care Act including tracking hours and eligibility, distribution of annual form 1095-C, and IRS 1094 transmission

Ensure benefit programs are administered consistently across the district. Provide expert counsel to employees, management and Human Resource representatives on the interpretation of programs and procedures. Assure programs comply with federal, state and local requirements

Ensure compliance with all Federal and State laws governing benefits (i.e. ERISA, ACA, HIPAA, FMLA, COBRA, ADA etc.). Monitor changes in regulations to make certain benefit programs remain in compliance

Coordinate the annual renewal and open enrollment processes, including the development and communication of educational materials, meetings, and set-up/management of the electronic open enrollment system

Design and implement employee wellness programs and activities designed to improve employee health and well being. Work closely with vendors to ensure employees are taking advantage of their health plans. Manage various wellness events at district locations throughout the year as needed

Provide regular reporting to management regarding trends and effectiveness of plans. Analyze data results to establish trends, identify opportunities and determine areas of concerns

Manage staff in daily operations of programs. Ensure high quality customer service levels are maintained. Provide appropriate training and employee development for staff

Build strong vendor relationships, hold vendors accountable, establish strategies and programs proactively and address service gaps

Manages department budget and invoice process. Achieves financial objectives by reconciling benefits accounts and billing statements, scheduling expenditures and analyzing variances and initiating corrective actions.

Performs other duties as assigned by the Director Human Resources

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights. The work requires activities involving driving automotive equipment.

MINIMUM QUALIFICATIONS

Bachelor's Degree

Five (5) years successful experience with benefits working in a large company environment

High detail orientation; self-directed and self-motivated; able to work in a fast paced environment

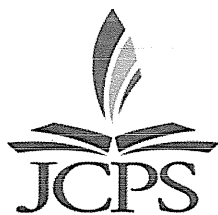
Strong organizational skills and proven ability to communicate orally and in writing

Knowledge of ERISA, HIPAA, COBRA, FMLA, ACA, ADA and other applicable regulations

DESIRABLE QUALIFICATIONS

CEBS, CBP, PHR, or SPHR certification

Strong teambuilding skills and ability to distribute and delegate tasks appropriately



JOB TITLE	RECRUITER		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	IV GRADE 8		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	DIRECTOR OF DISTRICT PERSONNEL		
SUPERVISES			

SCOPE OF RESPONSIBILITIES

Provides leadership and support for District recruitment initiatives focusing on both certified and classified staff; Engages a wide variety of stakeholders in recruitment and retention efforts; Designs and implements multiple strategies, projects, initiatives and activities to develop and cultivate top talent pipelines for critical certified and classified positions; Collects and analyzes data to evaluate effectiveness of District recruitment and retention efforts.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Coordinates all aspects of recruitment for both certified and classified positions within the District
 Implements multi-media marketing strategies to enhance District branding and employee recruitment
 Develops and implements a position specific targeted search strategy to source active and passive candidates
 Engages a wide variety of stakeholders, including District employees, in recruitment and retention initiatives
 Monitors local, state and national supply and demand data related to positions and needs of the District
 Monitors employee retirement and attrition to identify District needs
 Cultivates contacts with local colleges and universities, businesses, community organizations and faith-based organizations to develop and maintain a strong pool of diverse candidates reflective of the goals of the District
 Coordinates and attends job fairs and college/career fairs requiring extensive in-state and out-of-state travel especially during peak recruitment season
 Develops and maintains state and national contacts to support recruitment efforts
 Collects and analyzes data from multiple sources to evaluate effectiveness of recruitment initiatives and to direct recruitment efforts
 Collaborate with other departments to design opportunities and programs to train and develop current employees for critical needs positions
 Performs other duties as assigned by Director of District Personnel

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires use of hands for simple grasping and fine manipulations. The work requires driving automotive equipment. In-state and out-of-state travel is required on a regular basis with heavy travel required during "recruitment season."

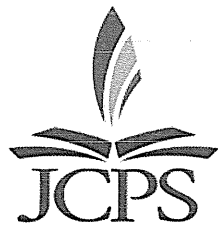
MINIMUM QUALIFICATIONS

Master's Degree with valid Kentucky Teaching Certificate
 Three (3) years successful teaching experience
 Experience in recruiting, sales, or marketing
 Effective written and verbal communication skills
 Demonstrated knowledge and effective use of social media including LinkedIn, Facebook and Twitter

DESIRABLE QUALIFICATIONS

Knowledge of and /or experiences with utilizing source techniques including direct sourcing, internet and data mining and use of search engines and social media

Revised
July 1, 2016



JOB TITLE	PROFESSIONAL DEVELOPMENT SPECIALIST		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	IV GRADE 9		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	DIRECTOR ADMINISTRATOR RECRUITMENT AND DEVELOPMENT		
SUPERVISES	RESOURCE TEACHER, DATA MANAGEMENT RESEARCH TECHNICIAN, AND CLERK II		

SCOPE OF RESPONSIBILITIES

Provides district-wide support and technical assistance in the areas of certified and classified professional development; oversees and promotes the National Board Certification program for teachers, surveys system-wide professional development needs; collaborates with other departments to plan, implement and monitor effectiveness of professional development sessions; remains current on educational trends, regulations and legislation to insure program remains competitive and in compliance; organizes and monitors professional development credit for certified and classified employees.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assumes responsibility for and/or assists in short-range and long range professional development plans for the district
Works cooperatively with supervisor and other district personnel to assess and address district priorities and needs in the areas of professional development for certified and classified staff
Researches past and current practices in the technical aspects of effective professional development and integrates research into all areas of responsibility
Coordinates logistics for district-wide professional development; including the maintenance of a system calendar
Provides technical assistance to district and school staff in the area of professional development to include effective registration and evaluation of PD using PD Central
Attends all state training sessions related to professional development and understanding of proper use of Title II funds
Assures compliance with local, state and federal regulations and procedures related to professional development
Assures compliance with JCPS Mission and Vision related to unit responsibilities
Performs other duties as assigned by the Director of Administrator Recruitment and Development

PHYSICAL DEMANDS

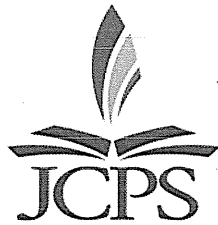
The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, climbing, reaching and the ability to lift, carry, push or pull light weights. The work requires use of hands for simple grasping and fine manipulations. The work requires activities involving being around moving machinery, and driving automotive equipment.

MINIMUM QUALIFICATIONS

Master's Degree with Kentucky Certification in Administration (Principal Certification)
Three (3) years successful experience in local school administration
Effective written and verbal communication skills

DESIRABLE QUALIFICATIONS

Revised
July 1, 2016



JOB TITLE	SUBSTITUTE CENTER SPECIALIST		
DIVISION	BUSINESS SERVICES		
SALARY SCHEDULE	II GRADE 9		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	DIRECTOR DISTRICT PERSONNEL		
SUPERVISES	CLERK IIIs		

SCOPE OF RESPONSIBILITIES

Provides technical assistance to district and school staff in the areas of classified and certified substitute support. Surveys system wide needs for certified and classified substitutes and determines effectiveness of substitute procedures.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Oversees day-to day operations of the JCPS Substitute Center
Assumes responsibility for and assists designated supervisor in short-range and long-range planning
Works cooperatively with the designated supervisor, specialists and school staff in assessing and addressing the district's priorities and needs for substitutes
Researches past and current practices in the Substitute Center and implements changes based on research
Supervises, evaluates, trains and coordinates the work of the assigned staff
Works cooperatively with the district personnel and school staff to provide training for substitutes
Works closely with district and school staff to obtain information regarding effectiveness of Substitute Center programs and other incentives
Assures compliance with local, state and federal regulations and procedures
Assures compliance with Board goals and administrative objectives
Performs other duties as assigned by Director District Personnel

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work at times requires bending, squatting, climbing, reaching and the ability to lift, carry, push or pull light weights. The work requires use of hands for simple grasping and fine manipulations. The work requires driving automotive equipment.

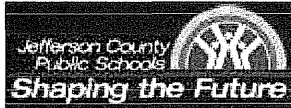
MINIMUM QUALIFICATIONS

Bachelor's Degree in Human Resources or related field
Three (3) years' experience in Human Resources or a public school district

DESIRABLE QUALIFICATIONS

Master's Degree
Human Resources Certification(s)

NEW
July 1, 2016



JOB TITLE	SUPERVISOR TECHNOLOGY SERVICES		
DIVISION	OPERATIONS SERVICES		
SALARY SCHEDULE	II Grade 5		
WORK YEAR	260 DAYS	FLSA STATUS	EXEMPT
REPORTS TO	FIELD SERVICES ENGINEER		
SUPERVISES	FIELD TECHNICIAN(S)		

SCOPE OF RESPONSIBILITIES

Supervises field technicians, and provides support for onsite installation, support, troubleshooting, and maintenance of district technology including, but not limited to, computing devices, data and communication network equipment, business machines and other electronic equipment and associated peripherals. Oversees the technology repair processes and provides technical support to district staff. Communicates effectively with customers throughout the technology support process. Effectively tracks and annotates work performed according to policies, procedures and performance standards mandated by management.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Supervises field technicians, and assists in staff scheduling, installation, maintenance, upgrade/updates and repair of computing equipment, legacy/VoIP equipment, business machines, audio visual equipment, scanners, integrated surveillance & access control systems, networking and wireless equipment and all associated peripherals.

Supervises the Field Technician team(s) during installation, upgrade, and maintenance of all networking peripherals, including, but not limited to, cabling, ports, switches, patch panels and wireless access points and provides the team with appropriate resources.

Supervises the installation & maintenance as well as upgrades/updates, and repairs of interactive audio visual classroom aid equipment.

Provides assistance and guidance on new technology purchased with KETS funding throughout district as well as assists school technology coordinator with annual site inventory.

Effectively and routinely communicates with district staff and end users regarding district technology, and addresses quality of service issues with business owners and management.

Continually adheres to, and follows, change management protocols, policies, procedures and performance standards, as mandated by management, and follows continuous process improvement methodologies to create and maintain lean, effective and efficient field technology support operations.

Performs proper sanitization and disposal of technology equipment per district policy and procedures, and maintains standard equipment list. Supervises Field Technicians and assists the Field Service Engineer in the upkeep of fleet equipment inventory and cleanliness of technician fleet vehicles.

Insures the timely completion work orders assigned to the field technicians, suggests enhancements to the ticketing system platform as dictated by field observations, and communicates effectively and proactively to promote and sustain cross training among Field Technicians.

Stays current on certification(s) by successfully completing updated certification exam(s) while keeping abreast of technology advances and personal technical skills related to the job.

Performs all other duties as assigned by the Field Services Engineer.

PHYSICAL DEMANDS

The work is performed while standing or walking. It requires the ability to communicate effectively. The work requires the use of hands and tools for simple grasping and fine manipulations. The work, at times, requires bending, squatting, crawling, climbing and reaching with the ability to lift, carry, push or pull medium weights. The work involves being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS

Associate's Degree in electronics or related field and/or five (5) years of experience in computing/electronic equipment repair or related field.

In-depth knowledge of Information Technology and Electronic equipment

Excellent written and oral communication skills coupled with strong understanding of TCP/IP, network architecture and ability to effectively troubleshoot with Technicians and other IT staff. Ability to interpret Schematics and keep documentation up to date.

Must be able to work with and independently of others, with and without supervision.

A current, relevant, and industry-recognized certification or the ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS

Bachelor's Degree. Project Management experience.

Industry recognized certifications.

Ability to effectively prioritize and execute tasks in high pressure environment.

Specialized training in a manufacturer's certification program.