



REVISED:
04/21/2014

JOB TITLE:	BUSINESS ANALYST/DEVELOPER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8565
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

As a contributing member of the software development team, assists in leading project teams and utilizes in-depth hands-on experience to collect business requirements, design, develop, and test software applications. Interacts with business owners and functions as a subject matter and technical expert in applicable business areas. Defines and recommends methods for improving organizational efficiency and reducing costs through business process automation and use of technology.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assists with the supervision of project teams and employs established internal standards to collect business requirements, translate functional requirements into technical requirements, and to design, develop and test software applications

Interacts with business owners, vendors and other stakeholders, functioning as a subject matter expert, technical expert and technology liaison in applicable business areas and defines and recommends methods to improve organizational efficiency and reduce costs through improvement of business processes and use of technology

Designs and develops reports and web applications including database design

Diagnoses, troubleshoots, and configures hardware relevant to software applications and provides satisfactory resolution in a timely fashion

Executes hands-on multiple concurrent projects utilizing effective time management, planning, organization, communication, and people skills to liaise with customers, developers, and other team members insuring timely delivery of projects and providing timely status updates to management and stakeholders

Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests and strives to achieve developer certification

Employs proactive measures to resolve project problems, implements the same throughout the team, and performs necessary duties outside normal business hours to accomplish goals and meet deliverables

Assists in the software delivery process by testing software applications, and works closely with platform services and stakeholders to evaluate, recommend and support recommended and/or third party software, as needed

Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated

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 degree in a related field

Three (3) years extensive hands-on experience in all phases of software development coupled with excellent analytical and problem-solving skills

Hands-on experience in T-SQL, and MS SQL Server Reporting Services, knowledge of object-oriented programming languages and tools for the web, and enterprise database inquiry skills

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's degree in computer science.

Web development, .Net technologies, and database design

Supervisory experience in software development

DELETE 7/1/2019



REVISED:
04/21/2014

JOB TITLE:	BUSINESS CONTINUITY ANALYST
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8563
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Ensures the security and integrity of data, data systems, and data networks across the entire organization which includes designing and implementing disaster recovery processes and business continuity procedures for re-establishing servers, databases, and operating systems in the event of a disruption, both minor and catastrophic. Performs and analyzes disaster simulations for the prompt restoration of services, and conducts security audits where required.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Ensures integrity and confidentiality of the district Active Directory, email, Collaborative Portal, storage and virtualization implementations and develops all technology security policies and procedures, including those for end users, network procedures, and legal compliance as well as develop, implement, maintain, and oversee enforcement of policies, procedures and associated plans for disaster recovery administration and business continuity based on industry-standard best practices

Conducts risk assessments and business impact analyses to identify vulnerable areas within the District's critical functions and recommends and implements disaster avoidance strategies and impact reduction strategies

Confers with technology division and other key stakeholders to determine if changes in hardware or software configurations affect disaster recovery plans and/or business continuity outcomes and directs and coordinates staff efforts to formulate department-specific disaster recovery and business continuity plans

Oversees enforcement of policies and procedures for system security administration and user system access, based on industry-standard best practices and conducts research on emerging products, services, protocols, and standards in support of contingency planning and development efforts

Develops and establishes disaster recovery and business continuity procedures for the restoration of mission-critical business applications in the event of natural disasters, technical failures, power outages, and human interference and manages and coordinates all aspects of actual recovery plan implementation and efforts, including initial emergency response, recovery procedures, and business resumption processes

Concurrently executes multiple hands-on projects and utilizes effective time management, planning, and people skills to liaise with customers, developers, and other team members to insure timely delivery of projects to provide timely status update to all project stakeholders

Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests; monitors systems and resolves problems outside normal business hours

Mentors other staff members and guides staff in technical certification efforts

Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related skills updated

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 moderate weights.

MINIMUM QUALIFICATIONS

Bachelor's degree in related field and/or six (6) years of demonstrable experience in implementing business continuity and disaster recovery solutions in an enterprise environment

Three (3) years experience managing enterprise information security systems including Active Directory, data encryption, and enterprise messaging including MS Exchange and knowledge of applicable practices and laws relating to data privacy and protection

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

Broad hands-on knowledge of disaster recovery planning and other industry-standard techniques and practices including server virtualization, server consolidation and storage provisioning and in-depth knowledge of all types of disasters, natural or otherwise

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's degree in computer science

Hands-on experience managing network and direct attached storage devices

Hands-on experience in Windows scripting, GPO, .Net technologies, and MS SharePoint Portal Server

DELETE 7/1/2019



New: 07/12/2010

JOB TITLE:	BUS MONITOR EARLY CHILDHOOD
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IA, GRADE 3
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8821
BARGAINING UNIT:	CLAA

SCOPE OF RESPONSIBILITIES
Assists the bus driver in supervising, loading and unloading students.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Assists the driver in maintaining positive climate on the bus
Assists in seating all students in the center of the bus (as specified in State Transportation Guidelines)
Assists in supervising the loading and unloading of students
Assists in the pickup and delivery of students from/to parent, guardian or authorized individual
Performs any other responsibilities as outlined in State Transportation Guidelines for students
Assists in classroom instruction/supervision (when applicable).
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 requires the use of hands for simple grasping and fine manipulations. The work requires lifting, bending, squatting, climbing, reaching, carrying, pushing, pulling up to light weights. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, and exposure to dust, fumes and gases

MINIMUM QUALIFICATIONS
High School Diploma or G.E.D.
Passing score on the Kentucky Paraeducator Assessment or 48 college semester hours
Temperament, personality and patience to deal with young children
Access to transportation to/from bus compound
Effective communication skills

DESIRABLE QUALIFICATIONS
Training in the special needs of young children
Experience in working with young children
Early Childhood bus monitor training provided by the district's transportation department
Experience in a diverse workplace



NEW:
07/08/2013

JOB TITLE:	COORDINATOR LOUISVILLE PARTNERSHIP
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE/GRADE:	II/IV, GRADE 10
WORK YEAR:	230 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8474
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Works with the Executive Committee of the Louisville Partnership to determine program objectives. Directs the development and implementation of programs to support the objectives. Develops support and commitment for the Partnership with government, business, education and community leaders.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Develops and administers the Partnership program for Jefferson County

Coordinates Partnership programs operated through the Jefferson County Public Schools

Works with chief executive officers of area businesses and unions to obtain funds and the commitment to provide jobs, both part and full-time

Directs preparation of promotional and public relations materials

Makes presentations to community groups concerning Partnership objectives and needs

Develops quantitative and qualitative measures of the effectiveness of Partnership programs

Prepares annual budget for approval of Partnership members and monitors expenditures to insure fiscal integrity

Assists in the preparation of goals that are perceived as reasonable by the business community, the public schools and the general public

Prepares appropriate data to apply for grant funds at the federal and state levels

Performs others duties as assigned by supervisor

PHYSICAL DEMANDS

The work is primarily sedentary. 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, being around moving machinery, exposure to marked changes in temperature and humidity and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS

Bachelor's Degree

Three (3) years of administrative experience

Successful experience in the area of grant writing, program development, education and training

Effective communication skills

DESIRABLE QUALIFICATIONS

Kentucky Professional Certification in Administration and/or Supervision

Ability to relate to and work with community leaders in business, education and labor areas

Ability to negotiate a consensus of program priorities among various interest groups

DELETE 7/1/2019



NEW:
07/01/2018

JOB TITLE:	COORDINATOR PARTS AND REPAIR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 6
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8153
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Coordinates the day-to-day activities of the technology field operations team by ensuring adequate and timely availability of the necessary parts and other components. Works closely with the Infrastructure and Technology Support Services to ascertain repair and project needs, and leads procurement of necessary hardware/software and other components. Continuously reviews work tickets and projects to plan current and future repair/maintenance tasks and procures required components in a timely manner. Aids field service delivery operations to achieve cost efficiency in all aspects of service delivery. Ensures operational adherence to ITIL-based service management, policies, and procedures.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Coordinates the procurement of all components required for day-to-day technology field operations, projects, maintenance, and support

Manages day-to-day service delivery escalations related to parts and components to ensure all work is done in an efficient and timely manner, and is available on call 24x7. Maintains adequate parts and supply inventories by verifying inventory levels

Works closely with approved vendors and all stakeholders to address technology supply issues, component failures, recalls, warranty, returns, quality of work, and other related issues. Communicates effectively with management, team members and district stakeholders to ensure uninterrupted and superior technology service delivery.

Organizes and maintains technology component inventory by utilizing technology measures to forecast, track, and order components, and ensures compliance with established SLAs, district-wide technology architectural standards, hardware policies and procedures. Continuously reviews work tickets to ensure the timely availability of components to deliver prompt service to customers

Keeps abreast of emerging technologies to identify service trends, and works closely with other information technology teams to review, design, test, implement, and support innovative enterprise technology solutions

Works closely with management and the support teams to establish and implement best practices, and follows effective change management strategies. Interfaces with team members, approved vendors, and stake holders to schedule technology maintenance and repair initiatives

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

Works closely with the IT team management to design, track, and report key performance indicators

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

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is performed while standing, walking and sitting. 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

Associate's degree in computer science or related field and/or five (5) years of direct experience in technology field service delivery in an enterprise setting

In-depth knowledge of information technology support and technology service delivery. Proven ability to think independently and resolve technology field support issues and effective personnel resource management.

Excellent written and oral communication skills coupled with thorough knowledge of enterprise technology field services and project delivery. Operational 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.

Effective communication skills

DESIRABLE QUALIFICATIONS

Bachelor's Degree

ITIL certification

PMP certification

DELETE 7/1/2019



New: 07/01/2012

JOB TITLE:	ENGINE REBUILDER TECHNICIAN
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IB, GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8798
BARGAINING UNIT:	CLAE

SCOPE OF RESPONSIBILITIES

Responds to the mechanical needs for vehicular preventive maintenance and breakdown repair. Must be capable of participating in a continuing educational development program in upgrading technical skills. Requires minimum supervision.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Rebuilds all types of automatic and standard transmissions

Diagnoses transmission problems while still in the vehicle and makes repairs accordingly to the specifications necessary to meet the needs of the vehicle maintenance department

Maintains daily work schedule and accurate records on assigned units being rebuilt

Processes work orders for parts and labor on units being repaired or rebuilt

Substitutes for another mechanic and makes service runs when necessary

Assumes responsibility for quality control

Repairs AT-540 or bigger transmissions

Assumes responsibility for proper use of tools, equipment, and standard maintenance and safety practices

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is performed while standing or walking. 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 being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.

Working knowledge of buses, trucks, and cars

Two (2) years previous experience as Mechanic "A" or top rank mechanic, with experience in rebuilding transmissions of all makes, or two (2) years experience in transmission rebuilding

Pass the Bennett Mechanical Comprehension Test

Must have a valid Commercial Driver's License (CDL)

Effective communication skills

DESIRABLE QUALIFICATIONS

Knowledge of school system policies and procedures

Ability to analyze combustible engine failure by using electronic test equipment

Ability to work with people in a positive manner
A.S.E. Certification automatic transmissions - AT and MT Allison Transmission

DELETED 7/01/2019



New: 07/01/2012

JOB TITLE:	HUMAN RESOURCES PROCESSING COORDINATOR
DIVISION	HUMAN RESOURCES
SALARY SCHEDULE/GRADE:	II/Grade 10
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8473
BARGAINING UNIT:	CLAS

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 supervisor

PHYSICAL DEMANDS
The work is primarily sedentary. 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
Effective communication skills

DESIRABLE QUALIFICATIONS
Master's Degree
Human Resources Certifications

DELETE: 7/1/2019



07/01/2012

JOB TITLE:	LEAVE CENTER SPECIALIST
DIVISION	HUMAN RESOURCES
SALARY SCHEDULE/GRADE:	II/Grade 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8481
BARGAINING UNIT:	CLAS

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
Approves and/or denies independently 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 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, 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 communication skills

DESIRABLE QUALIFICATIONS
Master's Degree
Human Resources Certification
Ability to multi-task and drive multiple projects
Experience in a diverse workplace

DELETE: 7/1/2019



New: 07/01/2012

JOB TITLE:	DIRECTOR MECHANICAL MAINTENANCE
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	II, GRADE 12
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8421
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Provides effective management of district mechanical maintenance programs including heating, air conditioning, food service refrigeration, plumbing, sprinkler, metal repair, and elevator.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Establishes and supervises mechanical maintenance program to include preventative and corrective methods

Supervises the installation, maintenance and repair of all HVAC, refrigeration, plumbing, and sprinkler systems

Accountable for the efficient completion of mechanical work orders

Administers the district funded elevator maintenance and repair program

Responsible for implementation and administration of the maintenance work order software for the Property Management and Maintenance department. Trains all appropriate district staff on the use of maintenance work order software.

Ensures immediate response to emergency mechanical failures and outages to provide for safe and quick restoration of property

Coordinates with other Property Management and Maintenance Management on district maintenance, repair, and renovation as needed

Represents Mechanical Maintenance on Building Modification Committee

Communicates with Building Principal's and Department Heads as necessary to ensure satisfactory customer service

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, reaching, with the ability to lift, carry, push or pull light weights. The work requires activities involving driving automotive equipment, being around moving machinery, exposure to marked changes in temperature and humidity and exposure to dust, fumes, and gases

MINIMUM QUALIFICATIONS

Bachelor's Degree

Five (5) years of successful experience managing maintenance employees

Experience in computer operation and data entry

Valid driver's license

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's Degree

Experience in HVAC, plumbing, elevator, or sprinkler maintenance



NEW:
07/01/2016

JOB TITLE:	EARLY CHILDHOOD COORDINATOR TRANSITION
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE/GRADE:	IV/Grade 8
WORK YEAR:	220 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4187
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES

Provides leadership to the coordination of transition services to children and families enrolled in early childhood programs

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Provides leadership to coordination of transition projects, programs, and activities in early childhood programs.

Acts as a liaison with other units, departments, and outside agencies as required.

Creates and maintains plans for children and families transitioning into and out of early childhood Programs

Makes recommendations regarding implementation of a project, program or activity and evaluates effectiveness as assigned.

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

Maintains communication and works closely with early childhood program staff, district staff, and the community regarding information, developments and implementation of project, program, or activity and evaluates effectiveness as assigned.

Assures compliance with federal, state and district policy

Prepares, delivers, or assists with training opportunities as appropriate.

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is performed while walking or standing. 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 Early Childhood Education with Kentucky teacher certification Three (3) years successful experience in early childhood teaching

Successful leadership experience

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's Degree or higher

Kentucky Professional Certification in Administration and/or Supervision



NEW:
07/01/2016

JOB TITLE:	EARLY CHILDHOOD PROFESSIONAL LEARNING COORDINATOR
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE/GRADE:	IV/Grade 8
WORK YEAR:	220 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4254
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES
Provides leadership to the coordination of professional learning communities in early childhood programs.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Provides leadership to coordination of professional learning communities projects, programs, and activities in early childhood programs.
Acts as a liaison with other units, departments, and outside agencies as required.
Provide training, support and assistance to early childhood instructional coaches to improve professional learning community processes and outcomes
Makes recommendations regarding implementation of a project, program or activity and evaluates effectiveness as assigned.
Prepares and/or assists in preparation of reports, records and other documentation as required.
Maintains communication and works closely with early childhood program staff, district staff, and the community regarding information, developments and implementation of project, program or activity and evaluates effectiveness as assigned.
Assures compliance with federal, state and district policy
Prepares, delivers or assists with training opportunities as appropriate.
Performs other duties as assigned by supervisor.

PHYSICAL DEMANDS
The work is performed while walking or standing. 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 Early Childhood Education with Kentucky teacher certification
Three (3) years successful experience in early childhood teaching
Successful leadership experience

DESIRABLE QUALIFICATIONS
Master's Degree or higher
Kentucky Professional Certification in Administration and/or Supervision



NEW:
10/16/2018

JOB TITLE:	EARLY CHILDHOOD TRANSPORTATION COORDINATOR
DIVISION	OPERATIONS
SALARY SCHEDULE/GRADE:	JOB FAMILY II/GRADE 3
WORK YEAR:	230 DAYS
FLSA STATUS:	NON-EXEMPT/EXEMPT
JOB CLASS CODE:	8763
BARGAINING UNIT:	CLAJ/CLAP

SCOPE OF RESPONSIBILITIES

Assists in coordinating all aspects of early childhood student transportation. Requirements include all District programs which qualify early childhood students for transportation.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assists in coordinating all aspects of early childhood pupil transportation to ensure safe and economical transportation of District students to and from school on a daily basis

Maintains compliance with Federal and State regulations and District policies and procedures, including all aspects of payroll, reports and Commercial Drivers License

Coordinates with transportation department early childhood routes

Provides effective communication with parents, students, community organizations, and District personnel related to preschool transportation needs

Performs other duties as assigned by the Early Childhood Operations Services Specialist

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 requires bending, reaching with the ability to lift, carry, push or pull medium weights. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D

Two (2) years experience in pupil transportation activities

Valid driver's license

Effective written and verbal communication skills

Ability to develop and utilize computer data for transportation

DESIRABLE QUALIFICATIONS

Knowledge of all school system policies and procedures

Knowledge of Federal and State Pupil Transportation guidelines

Footnote

Steps 0-5 Non-Exempt, paid hourly based on Federal exempt minimum

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REVISED:
12/11/2018

JOB TITLE:	EDUCATION TECHNOLOGY TEACHER
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE/GRADE:	III
WORK YEAR:	195 DAYS + EXTENDED DAYS AS NECESSARY
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4460
BARGAINING UNIT:	CERT

SCOPE OF RESPONSIBILITIES

Assists in the installation of computers in the schools. Coordinates the activities of implementing computers in the educational process. These activities include coordinating local school committees, assisting in hardware and software acquisitions and training of instructional staff.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assists in the planning of a sequence of computer in-service courses consistent with the district's developing computer education program

Works in pilot computer education programs to assist staff in learning to use computers in schools

Collaborates with staff development personnel to schedule and implement a sequence of computer inservice courses

Duties may include performance of health services, for which training will be provided

Works with JCTA staff to assure that teachers' concerns regarding computer in-service are properly incorporated in planning

Performs other duties as assigned by the supervisor

Works in pilot computer education programs to determine effective strategies for computer in-service

PHYSICAL DEMANDS

The work is performed while standing or walking. 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 light weights. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS

Master's Degree or higher

Kentucky teacher certification

Five (5) years successful teaching experience

Effective communication skills

DESIRABLE QUALIFICATIONS

Experience in planning, organizing and conducting in-service

Three (3) years successful experience in the use of computers, programming and classroom computer use



New: 07/01/2012

JOB TITLE:	ENERGY COMPUTER OPERATOR/DISPATCHER
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IA/GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8352
BARGAINING UNIT:	CLAA

SCOPE OF RESPONSIBILITIES

Operates and monitors Energy Management System for system problems and dispatches personnel to make needed repairs.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assumes responsibility for start-up of Energy Management System

Reviews and analyzes alarms received on the energy management system for proper action

Operates two-way radio to dispatch HVAC and energy personnel to resolve problems

Operates microcomputer to maintain files on overtime (for contract), boilers, water heaters, compressor installation, air conditioners, etc.

Responds via telephone or radio on problems concerning HVAC equipment and service technicians

Process all completed work orders and distribute to appropriate supervisors

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, pushing and pulling of arm controls and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS

High school diploma or G.E.D.

Working knowledge of HVAC and Energy Management Systems

Ability to make program changes and operate a microcomputer

Effective communication skills

DESIRABLE QUALIFICATIONS

One (1) year experience in heating and air conditioning

Capability of reading blueprints and wiring diagrams

Experience in a diverse workplace

JOB TITLE
FAMILY SERVICES SPECIALIST
(PRE-SCHOOL STUDENT
PROGRAM)¹

DIVISION
DISTRICTWIDE INSTRUCTIONAL
PROGRAMS

REPORTS TO
DESIGNATED DIRECTOR

SALARY SCHEDULE & GRADE
I I, GRADE 6

LENGTH OF WORK YEAR
187 DAYS

DATE
JULY 1, 2006

SCOPE OF RESPONSIBILITIES

Assumes responsibility for collaborating with health, medical and social service agencies for all parents and students enrolled in the Pre-school Program for four year olds.

PERFORMANCE RESPONSIBILITIES

1. Collaborates with medical, health, mental health and social service agencies.
2. Disseminates information about community services, resources and facilities to parents.
3. Assists parents in coordinating interagency services for children and families.
4. Assures through coordination with existing medical and social service agencies that all children participating in the program receive social services and health screening (to be completed within (30) days following enrollment).
5. Contacts parent or legal guardian if screening results indicate a need for further assessment, follow-up or referral for special education and related services.
6. Assists the parent or legal guardian as needed through cooperation with existing medical and social services and on a referral basis, in order to obtain the physical examination required of all children prior to primary enrollment and to insure that preventive health measures are practiced.
7. Maintains updated student medical and other program records and reporting required by state and local agencies.
8. Performs other duties as assigned by the director.

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 being around moving machinery, exposure to marked changes in temperature and humidity, and driving automotive equipment.

MINIMUM QUALIFICATIONS

1. Bachelor's Degree in nursing, community education, social work, family studies, psychology or other related field
2. Three(3) years successful experience working with families with special needs, multi-cultural and multi-ethnic backgrounds
3. Extensive working knowledge of community agencies and resources
4. Access to a vehicle during working hours

DESIRABLE QUALIFICATIONS

1. Good oral and written skills in communication
2. Ability to coordinate with pre-school support staff
3. Ability to work independently on a flexible daily schedule
4. Typing skills

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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.



NEW:
07/12/2004

JOB TITLE:	FAMILY SERVICE FACILITATOR EC SPECIAL SERVICES
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE/GRADE:	III
WORK YEAR:	187 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4175
BARGAINING UNIT:	CERT

SCOPE OF RESPONSIBILITIES

Assists district staff in the implementation of consistent and appropriate ECE instructional programs; conducts family social-educational evaluations; participates in prereferral, referral, assessment, placement, and follow-up activities; assists families in accessing community resources; assists the Director in collecting and compiling data as needed for appropriate evaluation and placement of children, as well as for district, state and federal reports.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assists school and community agency staff in the implementation of consistent and appropriate ECE instructional programs between home and public school placement

Assists in the development and implementation of instructional alternatives/ intervention techniques for students identified as having difficulty

Conducts home visits and assists in the completion of social-educational evaluations for the purpose of gathering information germane to the placement and appropriate delivery of services to 3- to 5-year-old children with special needs, as well as the facilitation of school-home collaboration

Conducts screenings and behavior observation for 3- to 5-year-old children suspected of needing special education

Writes evaluation reports and completes social developmental histories on those children tested

Assists the Admissions/Release Committees in interpreting educational and social-educational assessments results, developing the individual education program, and determining appropriate placement as needed

Conducts in-service activities for school personnel, district staff, and community groups

Coordinates and/or participates in parent involvement, staff development, and community agency development activities of the ECE Early Childhood Program

Coordinates school and community resources and facilitates interagency services to families of preschool-aged children with special needs

Performs other duties as by supervisor

PHYSICAL DEMANDS

The work is performed while standing or walking. The work requires the use of hands for simple grasping 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 light weights. The work requires activities involving exposure to marked changes in temperature and humidity and driving automotive equipment.

MINIMUM QUALIFICATIONS

Kentucky Department of Education certification

Masters in Social Work from an accredited school

Two (2) years of successful experience with children and families, not necessarily with a school district

Demonstrated ability to work cooperatively in a team situation
Working knowledge of community resources
Effective communication skills

DESIRABLE QUALIFICATIONS
Experience and education in early childhood special education
Experience in planning and giving workshops
Willingness to keep abreast of the current developments in the field of Exceptional Child Education
One (1) year of successful experience in some field of special education, not necessarily with a school district
Experience and skill in providing consultation to teachers on special education practices

Footnote
This position is categorically funded and re-employment is subject to periodic review based on availability of funds and continued need for the project; Flexible calendar - July 1-June 30

DELETE 7/1/2019



REVISED:
07/01/2016

JOB TITLE:	FIELD SERVICES ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8597
BARGAINING UNIT:	CLAP

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 supervisor

PHYSICAL DEMANDS
The work is performed while standing, walking and sitting. 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
Effective communication skills

DESIRABLE QUALIFICATIONS
Master's Degree
Desktop and server virtualization experience, electronic and networked equipment support experience

DELETE 7/1/2019



REVISED:
07/01/2016

JOB TITLE:	FIELD TECHNICIAN
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IB, GRADE 12
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8380
BARGAINING UNIT:	CLAE

SCOPE OF RESPONSIBILITIES

Provides installation, troubleshooting, and maintenance service of district technology including, but no 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 annotated work performed according to policies, procedures and performance standards mandated by management.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Effectively, professional and respectfully represents Information Technology to other teams ad 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 contrail, interactive and other audio visual classroom equipment and all associated peripherals

Assists the networking 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 customer 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.

Preforms proper sanitation and disposal of technology equipment per district policy and procedures and provides preventative 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 updates certification

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 other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is performed while standing or walking. 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 light weights. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.
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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
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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
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A current, relevant and industry-recognized certification, or the ability to successfully complete department-designated and department-paid certifications(s) within twelve (12) months of hire
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Valid driver's license

DESIRABLE QUALIFICATIONS

Bachelor's degree

Hardware manufacturer certification

Project management experience



New: 07/01/2012

JOB TITLE:	HVAC GENERAL TECHNICIAN
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IB, GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8346
BARGAINING UNIT:	CLAE

SCOPE OF RESPONSIBILITIES

Services heating, ventilating and air conditioning systems for the school district.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Maintains, repairs and rebuilds all types of heating, cooling, and domestic hot water pumps

Maintains, repairs and replaces all components of heating and air conditioning equipment

Maintains, repairs and replaces all forced air furnaces and unit heaters

Maintains, repairs and replaces all rooftop, central air conditioning units, heat pumps and window type units

Repairs, replaces and maintains exhaust fans and related ventilating equipment

Installs heating and air conditioning equipment

Replaces motors on unit ventilators, fan coils, and air handling equipment

Checks and maintains water heaters

Completes accurate work orders with respect to labor and material used

Performs other duties as assigned by the supervisor

PHYSICAL DEMANDS

The work is performed while standing or walking. The work requires the use of hands for simple grasping, pushing and pulling of arm controls and fine manipulations. 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, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.

Completed an apprenticeship or equivalent technical school training

Three (3) years experience in heating and air conditioning

Ability to read blueprints and electrical wiring diagrams

Complete and thorough understanding of the refrigeration cycle

Valid driver's license

Refrigeration handling certification

Valid Kentucky Journeyman HVAC Apprenticeship License

Effective communication skills

DESIRABLE QUALIFICATIONS

Industrial HVAC (boiler/chiller) experience
Valid Kentucky Journeyman HVAC Apprenticeship License
Knowledge of state and local heating codes

DELETE 7/01/2019



NEW:
07/01/2018

JOB TITLE:	INSTRUCTIONAL COACH DIGITAL LITERACY
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	III
WORK YEAR:	195 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	4764
BARGAINING UNIT:	CERT

SCOPE OF RESPONSIBILITIES

Supports teachers and other staff members in effectively using multiple technology platforms to meet the goals of the school and/or district. Works with Professional Learning Communities (PLCs) and other employee groups to utilize technology efficiently to further academic understanding and reduce the achievement and opportunity gaps.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Collaborates with PLCs on how to effectively use technology to meet the needs of learners

Collaborates with colleagues in the Information and Technology department as well as colleagues in Academics to meet the needs of schools/teachers

Works closely with school and district staff to determine how to support teachers in using multiple technology platforms

Researches current technology strategies to share with fellow teachers to support student learning and address the achievement and opportunity gaps

Participates on committees as assigned

Works closely with teachers in schools to determine needs in the assigned curricular areas and teacher needs to improve pedagogy that will reduce the achievement and opportunity gaps

Works closely with colleagues to support deeper learning strategies that will improve fellow teachers toolkits to address achievement and opportunity gaps

Collaborates with school PLCs to analyze student work to help teachers plan next steps that will improve student learning

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is primarily sedentary. 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

Ky Teacher Certification

Master's Degree or higher

Three (3) years successful experience as a teacher

Expertise in equity, inclusion and culturally responsive education

Effective communication skills

DESIRABLE QUALIFICATIONS

Three (3) years experience in the use of computers, programming and classroom computer use
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Knowledge of appropriate pedagogy that will address achievement and opportunity gaps
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DELETE 7/1/2019



Approved: 07/01/2012

JOB TITLE:	LEAD JOURNEYMAN
DIVISION:	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IB/ GRADE 11
WORK YEAR:	260 DAYS
FLSA STATUS:	
JOB CLASS CODE:	8371
BARGAINING UNIT:	CLAE

SCOPE OF RESPONSIBILITIES
Leads and coordinates the operation of the preventative maintenance shop. Schedules the second shift work of the shop; performs tasks required within fields of expertise. Periodically checks status of other night crews in renovation and paint projects shops.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
1. Leads, plans, assigns and participates in the work of the preventative maintenance shop
2. Coordinates and directs the work of employees assigned to the preventative maintenance shop
3. Trains assigned employees
4. Inspects work in progress with second shift crews in preventative maintenance, paint projects and renovation shops to ensure that proper methods are being followed and standards maintained
5. Assures safety of the workers and safety precautions are observed in and around the work sites
6. Implements work schedules and inspects completed work for preventative maintenance
7. Confers with foremen and supervisors of other departments to coordinate flow of materials and products
8. Performs skilled work in various construction and maintenance trades
9. Performs other duties as assigned by the designated supervisor

PHYSICAL DEMANDS
The work is performed while standing or walking. 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 unprotected heights, being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS
1. High School diploma or G.E.D.
2. Three (3) years working experience in construction or building maintenance
3. Valid driver's license
4. Knowledge and ability in record keeping
5. Ability to read blueprints

DESIRABLE QUALIFICATIONS
1. Leadership experience
2. Knowledge of local building codes



New: 07/01/2012

JOB TITLE:	LEAD PARTS WORKER
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IB, GRADE 6
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8840
BARGAINING UNIT:	CLAE

SCOPE OF RESPONSIBILITIES

Provides leadership to parts inventory workers. Provides efficient flow of materials to the garages including all parts material and supplies.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assumes responsibility for receipt, storage, and delivery of all warehoused items that fall under the responsibility of the Supply Services Unit

Keeps records of stock and advises when to order supplies

Schedules delivery of supplies to each cost center

Processes for payment, the necessary papers on items received

Possesses knowledge of the materials and their functions in the area to which assigned, E.G., automotive parts - familiar with parts for buses and other district vehicles

Assists maintenance warehouse supervisor in making job assignments

Provides leadership to parts inventory workers in filling, shipping, and stocking supplies

Assists in training parts inventory workers in computer operations

Operates CRT terminal to process receipts and withdrawals on a daily basis

Performs all other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is performed while standing or walking. The work requires the use of hands for simple grasping, pushing and pulling of arm controls, fine manipulations. The work requires the use of feet for repetitive movements. The work requires lifting, bending, squatting, crawling, climbing, reaching, carrying, pushing, pulling up to heavy weights. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.

Working knowledge of warehoused stock relative to garage areas

Three (3) years of automotive parts experience or equivalent

Valid driver's license

Effective communication skills

DESIRABLE QUALIFICATIONS

Knowledge of procurement and inventory systems and procedures

Knowledge of BICS procedures and coding systems

General knowledge of computerized inventory systems and printouts
Some knowledge or experience with CRT units (Cathode Ray Tube)

DELETED 07/01/2019



New: 07/01/2012

JOB TITLE:	MAINTENANCE TECHNICIAN NUTRITION SERVICE CENTER
DIVISION:	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	1B/ GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8390
BARGAINING UNIT:	CLAE

SCOPE OF RESPONSIBILITIES

Performs highly skilled work entailed 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 and trains with vendors performing contract services.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Applies proper procedures and tools used in pipe fitting, electrical work, electronic controls, plumbing, heating, refrigeration, hydraulics, pneumatics and digital controls as related to the maintenance of the center

Assists the Principal in the implementation and supervision of extra-curricular activities

Directs the scheduling of extra-curricular activities

Assists the Principal in the coordination of transportation for student participants

Responsible for purchasing and maintaining the supplies necessary for extra-curricular activities

Assists Principal in recruiting and selecting activity sponsors

Assists with the ordering of replacement parts and supplies for the maintenance of the center

Performs other duties as assigned by the Maintenance Supervisor Nutrition Services Center

PHYSICAL DEMANDS

This 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 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.

Two (2) years successful experience in maintenance of commercial food service equipment and/or building systems

Completion of a recognized apprentice training program in at least one of the skilled trade areas such as electrical, electronic, refrigeration, plumbing or equivalent

Successful completion of Hazard Analysis and Critical Control Points certification

Valid commercial driver's license

DESIRABLE QUALIFICATIONS

Electrical or plumber's journeyman license

Knowledge of large quantity food service and baking equipment

Kentucky HVAC license



NEW: 07/01/2018

JOB TITLE:	MANAGER FIELD OPERATIONS
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Manages and directs all activities of the technology field operations team and leads the field operations projects and initiatives. Effectively communicates with all internal and external business groups. Manages the development of processes, procedures, and policies that apply to technology field operations. Serves as the direct contact for any escalation of complaint or issue related to field operations. Solves complex problems including, but not limited to technology projects, field operations personnel, stakeholders, and vendors. Continually maintains a professional working relationship with approved vendors and district stakeholders

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Directs and manages the technology field operations team. Monitors, documents, and tracks the day-to-day progress of ongoing and scheduled projects, and provides technical assistance as needed, by being on call 24x7. Monitors, schedules, and operationalizes projects to create an efficient and productive service team

Liaises and collaborates effectively with other business units in the design, implementation, and delivery of technology initiatives. Advises Information Technology staff and other departments on technology initiatives. Provides assistance and direction in the maintenance and development of processes, procedures, and policies that apply to technology initiatives across all JCPS facilities. Removes barriers and solves problems to increase team productivity and on-time completion of technology projects and services

Ensures effective execution of the core operational duties including driving the quality and productivity procedures, in order to better the existing ones and help in achieving the mission and goals of the organization. Balances attention to detail with swift execution

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

Utilizes analytical methods to plan, organize, execute, and evaluate IT projects to comply with assigned schedule and specifications. Prepares operations schedules and monitors the work progress against the allotted budget and requirements. Monitors the variances in material and labor in coordination with direct reports

Leads, motivates, develops and coaches the Field Service Delivery team. Effectively handles and mitigates escalation of complaints or issues involving field services staff, district staff, and vendors. Acts as a direct liaison between management and stakeholders, and maintains a collaborative relationship with collective bargaining representatives

Assists the Information Technology leadership in creating, maintaining, and submitting all field operations Projects. Ensures cost effective solutions are being used at all times and consistently seeks to implement new and

improved methods. Strives constantly to build positive relationships with the district stakeholders and to serve the needs of the district

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 in computer science or related field and five (5) years of direct experience managing technology operations teams and projects in an enterprise setting.

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

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

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

DESIRABLE QUALIFICATIONS

PMP and ITIL certification

Electronic and network IT equipment support experience



REVISED:
07/01/2015

JOB TITLE:	MANAGER NETWORK SERVICES
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8507
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Hands-on manages the day-to-day operations of the JCPS data and voice networks to ensure 24x7 network monitoring and availability. Directs the activities of the network services staff and ensures that end users are receiving service in a timely and efficient manner. Communicates outage, restoration, change management and other alerts to relevant staff and vendors and coordinates all vendor related activity. Works closely the Sr. Manager Infrastructure Services and manages all data and voice network activities related to selection, architecture, analysis, design, implementation, disaster recovery, policy, and procedures. Liaises with KDE, Metro Government, data and voice Network vendors and JCPS departments.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Solid communicator who directs the network services team in data and voice network analysis, design, maintenance and 24x7 support and works closely with other team members to assist in the maintenance and day-to-day operations of the data center

Coordinates with staff performing network monitoring, alert notification, outage diagnosis, and restoration, and is available off hours for support and notification

Serves as the subject matter expert and provides mentoring, technical guidance and assistance in the planning, design, standardization, and implementation of all data and voice networks and provides input into network continuity related to business continuity and disaster recovery scenarios.

Acts as the network liaison with the Kentucky Department of Education, the metro government, network vendors and JCPS departments for all telecommunication and data and voice network related activities

Works closely with management and the technology service departments to establish and implement network best practices, architecture standards, policies and procedures, and with vendors and team members to thoroughly document, communicate, and maintain design and change documentation related to network infrastructure throughout the district.

Oversees network fiber construction, troubleshooting, support and restoration, which includes working with multiple vendors and outside contractors and provides input and consultation with the selection, evaluation, purchase and implementation of network technology.

Mentors team members and stays current on certifications(s) by successfully completing updated certification exams, and stays abreast of emerging threats and vulnerabilities and implements appropriate mitigation measures

Serves as the main point of contact for network needs related to new building construction, building renovation network filtering, intrusion detection, and KDE firewall issues. Ensures the network is safe, reliable and protected

Designs and implements appropriate change control methodologies and ensures required timely maintenance is performed on network equipment to realize 24x7 operations, and assists management with data metrics, performance management reporting and E-rate filing

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is primarily sedentary, with occasional field work. 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 and supporting large enterprise networks and daily telecommunication support operations, and hands-on experience managing technology support staff.

Solid project management experience coupled with strong knowledge of current industry-standard network monitoring, intrusion protection, filtering and network infrastructure design and thorough knowledge of enterprise data, wireless, and voice networks.

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

Strong written and verbal communications skills and proven experience establishing and coordinating relationships with telecommunication/telephony vendors.

DESIRABLE QUALIFICATIONS

Master's degree in Business or technology-related area.

Project Management and technical RFP processes.

Familiarity with E-Rate processing and filing.

DELETE 7/1/2019



NEW:
07/01/2018

JOB TITLE:	MANAGER TEACHER AND LEADER DEVELOPMENT
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE/GRADE:	IV, GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4120
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES

Assumes responsibility for planning, coordinating and managing the district's 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 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

Coordinates and conducts leadership training

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

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

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is primarily sedentary. The work at times requires bending, squatting, climbing, reaching, and 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 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

Effective communication skills

DESIRABLE QUALIFICATIONS

Knowledge of management recruitment techniques and programs

Doctorate degree

Footnote

Submitted 5/8/18



JOB TITLE:	MASON
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IB, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8402
BARGAINING UNIT:	CLAE

New: 07/01/2012

SCOPE OF RESPONSIBILITIES
Masonry work regarding block, brick, ceramic tile, stucco, and concrete finishing.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Lays building materials, such as brick, structural tile, and concrete cinder, glass, gypsum, and terra cotta block(except stone) to construct or repair walls, partitions, arches, sewers, and other structures
Fastens brick or terra cotta veneer to face of structures, with time wires embedded in mortar between bricks or in anchor holes in veneer brick
Installs or replaces quarry floor tile
Measures distance from reference points and marks guidelines on working surface to lay out work
Determines vertical and horizontal alignment of courses, using plumb bob, gauge line (tightly stretched cord), and level
Assumes responsibility for equipment and vehicle use
Performs other duties as assigned by supervisor

PHYSICAL DEMANDS
The work is performed while standing or walking. 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, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS
High School Diploma or G.E.D.
Three (3) years experience in masonry and concrete work
Ability to work in all kinds of environments including dust, tunnels, and high places
Valid driver's license
Effective communication skills

DESIRABLE QUALIFICATIONS
Trade school training
Prior experience in this field
Experience with tools, current materials, and building codes related to trade

Revised
July 1, 2016

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J

JCPS

JOB TITLE	PROFESSIONAL DEVELOPMENT SPECIALIST
DIVISION	BUSINESS SERVICES
SALARY SCHEDULE	IV GRADE 9 260 DAYS FLSA STATUS EXEMPT
WORK YEAR	
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 administration 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



NEW:

11/13/2018

JOB TITLE:	PSYCHOLOGIST MTSS ELEMENTARY BEHAVIOR
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE/GRADE:	IV, GRADE 9
WORK YEAR:	195 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES

As part of the Multi-tiered System of Supports, the psychologist provides behavior support for elementary students by working with schools to determine potential root causes and treatment plans for behaviors that interfere with a student's learning and/or the learning of others. The psychologist acts as a consultant while also providing counseling and/or therapeutic support, helping to guide and interpret the results of the universal behavior screener and designing appropriate interventions and supports as needed for students. In addition, the psychologist will coordinate with community agencies to support students as needed.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Acts as a psychologist/educational consultant for staff in developing preventative and early intervention strategies for elementary students

Accurately administers and/or supports schools in administering the universal behavior screener, interpreting results and designing plans for individual students as needed

Provides support for students who need therapeutic services and/or counseling

Serves as a resource to school principals, MTSS teams, teachers and other school and district staff on behavior issues of school or system-level concern

Coordinates support for students with community agencies

Works collaboratively with teachers, principals, parents, community partners and colleagues

Facilitates trainings/staff development opportunities as needs indicate

Performs other duties as assigned by the MTSS Director

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, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights. The work requires activities involving exposure to marked changes in temperature and humidity and driving automotive equipment.

MINIMUM QUALIFICATIONS

Master's Degree with Kentucky Department of Education certification as a school psychologist

Expertise in psycho-educational consultation and assessment

Experience in school system

Willingness to review psychological literature and translate into practice

DESIRABLE QUALIFICATIONS

Training and experience in leading parent groups

Expertise in group/individual psychological counseling

Three (3) years of successful professional experience in appropriate areas
Knowledge of federal and state laws and regulations regarding assessment

FOOTNOTE
This position may be categorically funded and re-employment is subject to periodic review based on availability of funds and continued need for the project

DELETE 7/1/2019



REVISED:
07/01/2018

JOB TITLE:	RESOURCE LIBRARIAN CURRICULUM SERVICES
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE/GRADE:	JOB FAMILY III
WORK YEAR:	194 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4155
BARGAINING UNIT:	CERT

SCOPE OF RESPONSIBILITIES

Provides leadership in the Professional Library and Curriculum Resource Center to district staff, community partners, and students as outlined by the Library Media Services Department. Promotes overall efficiency and effectiveness of services and resources in alignment with district initiatives and departmental mission and vision. Collaborates with stakeholders to ensure optimal access to resources, and works across all departments to maximize innovation and collaboration in support of student achievement.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Coordinates the day-to-day work of staff

Plans and provides access to services that support district instructional goals for district staff and community partners

Supports district staff in identifying and utilizing resources that enhance professional development in multiple contexts

Develops and maintains a balanced, relevant print and digital professional library media collection in accordance with departmental guidelines

Maintains accurate financial records and materials inventory

Establishes efficient routines and procedures for the utilization and maintenance of library materials and CRC equipment and supplies

Applies and teaches effective and ethical use of technology; assures compliance with federal, state, district policies, administrative procedures and negotiated agreements

Analyzes existing practices to refine and improve services and practice

Monitors new trends and strategies in order to establish spaces and services that promote innovation, teacher leadership, and collaborative practices

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is performed while standing or walking. 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 activities involving driving automotive equipment.

MINIMUM QUALIFICATIONS

Master's Degree in Education or Library Science

Valid Kentucky Teaching Certificate and library media specialist endorsement

Five (5) years successful library experience

Demonstrated ability to work cooperatively in a team situation

Effective communication skills

DESIRABLE QUALIFICATIONS

Demonstrated visionary leadership ability

Continuous improvement with technological and pedagogical trends
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Advanced preparation in area of assignment with strategic insight

Footnote

Submitted 6/26/2018

DELETE 7/1/2019



REVISED:
04/21/2014

JOB TITLE:	SOFTWARE DEVELOPER I
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	II, GRADE 6
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8581
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Designs, develops, tests, and maintains enterprise software using object-oriented languages and enterprise database design and inquiry skills. Captures user requirements individually and/or through collaboration with other team members, participates in testing sessions, and coordinates final implementation of the product(s).

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Consistently writes, translates, and codes application software and reports according to specifications and established internal standards

Employs cutting edge programming languages, development tools and programming methodologies

Develops quality code and performs test procedures on new and existing software programs for the purposes of correcting errors, isolating areas for improvement, and general debugging

Concurrently executes multiple projects and delivers projects on time by utilizing effective time management, planning, and organization, and communicates project and task status to management and stakeholders in a timely fashion

Designs enterprise databases and works with the Database Administrator for database design assistance/review

Collects or assists with the gathering and documentation of business requirements and provides excellent and timely customer service by utilizing polite business communications, fulfilling requests on time, and satisfying ad-hoc data and/or report requests

Troubleshoots software applications to isolate the source of a problem and provides satisfactory resolution so that the application is operational again

Proactively anticipates project problems and takes suitable actions in advance to resolve the same and to prevent situations from escalating

Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated

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 degree in a related field or completed course work towards a Bachelor's degree or one (1) year of demonstrable experience in designing, developing, and implementing enterprise software

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

In-depth knowledge of object-oriented programming languages and tools for the web, and enterprise database design and inquiry skills
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Effective communication skills

DESIRABLE QUALIFICATIONS

Master's degree in computer science

Hands-on experience managing software development lifecycle

Hands-on experience in .Net technologies, database design, T-SQL, and MS SQL Server Reporting Services
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DELETE 7/1/2019



REVISED: 07/01/2018
Submitted: 04/24/2018

JOB TITLE:	SUPERVISOR TECHNOLOGY SERVICES
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	II/GRADE 5
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8603
BARGAINING UNIT:	CLAP

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, legacyN oLP 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 managers

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 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

Ensures 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 supervisor

PHYSICAL DEMANDS

The work is performed while standing or walking. 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 information technology or related field and/or five (5) years of direct experience in computing/electronic equipment repair or related field

In-depth knowledge of Information Technology and Electronic equipment. Ability to effectively prioritize and execute tasks in a high-pressure environment

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 with project management experience

Specialized training in a manufacturer's certification program

Electronic and network IT equipment support experience

DELETE 7/1/2019



New: 07/01/2012

JOB TITLE:	UTILITY II WORKER
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IB, GRADE 5
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8608
BARGAINING UNIT:	CLAE

SCOPE OF RESPONSIBILITIES

Performs assigned work in the area of Independent Pest Control including 24/7 response for animal complaints, nuisance pest removal, dead animal carcass removal, bee colony relocation, and bed bug investigations. Performs chemical treatments for termites, spiders, fleas, and stinging insects as needed. Performs monthly IPM inspections in all JCPS facilities as required by Kentucky Department of Agriculture. Performs District Annual Lead in water testing. Assist District recycling initiatives by collecting light bulbs, light ballasts, and SHARPS containers for proper disposal.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Operates heavy or specialized equipment

Implements approved program procedures and practices

Performs tests as required by programs and government agencies

Fills out required paperwork accurately

Uses equipment and chemicals in accordance with safety standards

Maintains acceptable, high quality results

Moves heavy furniture and equipment as required

Participates in training classes and maintains required licenses

Improves knowledge of program area to improve implementation methods

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 performed while standing or walking. 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, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.

Valid driver's license

Two (2) years of experience with progressive responsibility for those program areas without a certificate

Program specific certifications/training

Effective communication skills

DESIRABLE QUALIFICATIONS

Wastewater Treatment Plant Operators certificate, Kentucky Certified Commercial Applicator license or certificate from an approved course in the designated program area
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Experience in a diverse workplace

DELETED 7/01/2019



REVISED:
07/01/2015

JOB TITLE:	VOICE ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8593
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES
Plans, designs, implements and supports enterprise VoIP solutions. Manages VoIP infrastructure for optimum performance and insures voice system availability, redundancy, performance and recovery/backups. Works closely with team members in the Infrastructure Services group to track, analyze, and manage call flows and other related metrics and engages directly with customers and vendors to insure uninterrupted voice services and to improve services throughout the district.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Plans, designs, implements and supports enterprise VoIP solutions including Unified Communications and SIP based platforms
Installs configures, maintains, validates, troubleshoots and supports routers, switches, call manager, PBX networks and related equipment/systems and insures compliance with E911 and other FCC regulations as well as E-rate requirements
Monitors VoIP infrastructure for optimum performance, and is available on call 24x7
Insures voice system's availability, redundancy, performance and recovery/backups, and tracks and analyzes trends in call data to insure uninterrupted services to all stake holders and facilitates call reporting detail and open record requests
Completes voice system updates/upgrades to hardware and software and works closely with the Manager Network Services and other team members in the infrastructure services group to serve as the subject matter expert in assessing, designing and extending voice solutions throughout the district
Thoroughly documents telecommunication systems and system changes by employing effective change control methodologies, and provides network administration and integration as necessary; oversees moves, adds and changes (MAC) throughout the district
Manages call flows and provides call center automation assistance utilizing system APIs/scripts
Provides a high level of customer service with a sense of responsibility, and takes initiative and ownership, and engages directly with the district's customers to resolve any issues with the service
Employs excellent verbal and written communication skills and engages with staff, vendors, the state, and key customer contacts and develops and maintains relationships with clients and partners; coordinates with carriers and team members to order and maintain demarcations in a pro-active manner
Mentors and develops junior staff, keeps abreast of emerging technologies, and stays current on certifications by successfully completing updated certification exams
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 degree in a related field and/or three years of demonstrable experience in a directly related field
Three (3) years of experience managing voice implementation with voice equipment in a carrier/enterprise environment
Excellent written and oral communication skills coupled with proven hands-on experience designing and deploying enterprise level VoIP solutions and thorough knowledge of traditional call flows, signaling protocols, LAN switching, routing protocols, device configuration, VLAN etc.
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
Technical certifications with vendor VoIP products
Experience managing technical support teams and enterprise VoIP implementation
Experience designing, evaluating and recommending IP solutions

DELETE 7/1/2019



REVISED:
07/01/2006

JOB TITLE:	CAREER PLANNER
DIVISION	ACADEMIC SERVICES
SALARY SCHEDULE/GRADE:	IA, GRADE 10
WORK YEAR:	200 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8768
BARGAINING UNIT:	CLAR

SCOPE OF RESPONSIBILITIES
Assumes responsibility for working with local school staff to identify participants for The Louisville Partnership Program; assists with implementation of Education and Employability Development Plan; identifies jobs for participants; coordinates placement and maintains follow-up for successful work experience; coordinates with similar programs to meet student needs; works flexible hours as needed in order to coordinate participants' school and work activities.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Recruits, identifies and selects eligible participants for the program
Certifies high school students for participation in JTPA Programs and completes records, (certified and non certified) as required by the Partnership
Conducts pre assessment to determine student needs and post assessment to measure growth
Provides instruction to program participants' in Pre Employment/Work Maturity Skills modules
Monitors and coordinates participant's education and work experiences and provides support as needed
Assists participants with preparation for job placement
Contacts and recruits area employers for the purpose of securing commitments of part time, summer, and full time jobs for selected participants of the Partnership Program and maintains an active file of job availabilities
Serves as a liaison with employers for Partnership Participants and conducts worksite visits at work locations of Partnership students
Maintains a follow up system for at least one year for the purpose of assisting participants who leave the program
Duties may include performance of health services, for which training will be provided
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. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS
Bachelor's Degree
Successful experience in business
Valid driver's license
Able to qualify for bonding
Effective communication skills

DESIRABLE QUALIFICATIONS
Three (3) years successful experience in business
Training in counseling, social work or personnel administration
Successful experience working with youth from diverse backgrounds

Footnote
This position is categorically funded and re-employment is subject to periodic review based on availability of external funds and continued need for the project.

DELETED 7.1.2019



NEW:
07/12/2004

JOB TITLE:	COORDINATOR II CLASSIFIED
DIVISION	AS ASSIGNED
SALARY SCHEDULE/GRADE:	IV, GRADE 9
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8491
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES
Provides leadership to coordination of a project, program or activity having moderate impact on the district occasionally affecting more than one unit or department; requires adaptation and interpretation of standard practices and procedures; contacts outside unit are limited to routine matters where approval is needed; requires general supervision.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Develops, establishes or administers project, program or activity
Makes recommendations regarding implementation of project, program or activity and evaluates effectiveness as assigned
Prepares and/or assists in preparation or reports, records and other documentation as required
Assures compliance with federal, state and district policy, administrative procedures and negotiated agreements as applicable to assignment
Provides leadership to coordination of a project, program or activity and evaluates staff as assigned
Maintains communication and works closely with district staff, local school staff and the community regarding information, developments and implementation of project, program or activity
Serves as liaison with other units, departments or outside agencies as required
Accumulates and researches data, documents and other pertinent information as required
Prepares, delivers or assists with training opportunities as appropriate
Performs other duties as assigned by supervisor

PHYSICAL DEMANDS
The work is primarily sedentary. 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 being around moving machinery, driving automotive equipment, exposure to marked changes in temperature and humidity and exposure to dust, fumes and gases. The work requires the use of feet for repetitive movements.

MINIMUM QUALIFICATIONS
Bachelor's Degree
Three (3) years successful experience in area of assignment
Successful leadership experience
Kentucky Professional Certification in Administration and/or Supervision
Effective communication skills

DESIRABLE QUALIFICATIONS

DELETE 7/1/2019



New: 01/19/2017

JOB TITLE:	COORDINATOR MINORITY ENTERPRISE
DIVISION	DIVERSITY, EQUITY AND POVERTY PROGRAMS
SALARY SCHEDULE/GRADE:	II, GRADE 6
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8476
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES
Assumes responsibility for the implementation of programs embracing diversity/equity within the community and serves as liaison with other departments, schools and outside agencies; coordinates the development and implementation of Minority Business Enterprise and Women Business Enterprise procurement goals; facilitates the District's contractor prequalification process; maintains an updated directory of certified Minority Business Enterprise and Women Business Enterprise; and works with vendors and contractors to better understand and embrace Minority Business Enterprise and Women Business Enterprise goals.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Serves as chairperson of the economic diversity/equity program review committee in the development and implementation of Minority Business Enterprise and Women Business Enterprise procurement
Assumes the responsibility of coordinating the District's contractor prequalification process and consults with the supervisor and maintains an updated directory of certified Minority Business Enterprise and Women Business Enterprise
Serves as a liaison with other units, departments, and outside agencies as required pertaining to diversity/equity issues
Assists the supervisor and other administrators by providing data and analysis of issues that are relative to diversity/equity community programs
Maintains complete and comprehensive files on each successful contractor's compliance with the District's good faith program
Coordinates with the purchasing department and all procurement agencies in preparing updates that relate to Minority Business Enterprise and Women Business Enterprise involvement
Works with school administrators on the implementation of programs embracing diversity/equity within the community
Conducts workshops with Minority Business Enterprise and Women Business Enterprise to help with their development and expand business opportunities, develop goals, and raise expectations
Works with vendors and contractors to better understand and embrace their Minority Business Enterprise and Women Business Enterprise goals, as well as develop mentoring opportunities
Performs other duties as assigned by the supervisor

PHYSICAL DEMANDS
The work is primarily sedentary. The work requires the use of hands for simple grasping 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 light weights.

MINIMUM QUALIFICATIONS
Bachelor's degree
Three (3) years successful experience in monitoring and compliance work
Three (3) years experience working with minority groups on diversity/equity issues
Valid driver's license
Effective communication skills

DESIRABLE QUALIFICATIONS
Master's Degree
Experience with minority and women business enterprises in the field of construction
Experience in a diverse workplace

DELETED 7/1/2019



NEW

November 15, 2016

JOB TITLE:	DIGITAL MEDIA TECHNICIAN
DIVISION:	COMMUNICATIONS & COMMUNITY RELATIONS
SALARY SCHEDULE/GRADE:	1A GRADE 7
WORK YEAR:	260
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CLA5

SCOPE OF RESPONSIBILITIES

Serves as technical assistant and back up for district webmaster. Coordinates content production of news and information for the district website, employee app and Intranet. Proofs and edits content submitted by website contributors.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assists webmaster with technical maintenance of website.

Assists webmaster in conducting trainings for employees in Drupal content management.

Must become proficient in Drupal content management.

Will serve as backup for district webmaster.

Prepares news and feature articles for district home page.

Maintains online calendars in district website.

Recommends organization of content for website audience pages.

Maintains communication and works closely with district staff and local school staff regarding information relevant to district website.

Monitors content on district website for accuracy and relevance.

Works with IT department on CMS updates and trouble shooting.

Performs other duties as assigned by designated Chief Communications Officer.

Help develop district intranet.

Help implement digital app for employees.

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, crawling, climbing, reaching with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

Bachelor's or associate degree

Experience in content management, web site management and website content production

Organization and planning skills, and basic knowledge of computer operating systems

One year successful experience in digital content management

DESIRABLE QUALIFICATIONS

Experience using Drupal Content Management System or similar PHP CMS

Experience with Adobe Software (Photoshop, Dreamweaver)

Knowledge of HTML, PHP, CSS and MySQL



JOB TITLE:	DIRECTOR HUMAN RESOURCES
DIVISION	BUSINESS SERVICES
SALARY SCHEDULE/GRADE:	II GRADE 14
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8439
BARGAINING UNIT:	CLAS

New: 11/25/2013

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 compensation, compensation schedules and procedures and related policies
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, employee assistance programs and pre
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 request, subpoenas, Kentucky retirement requests, audit requests, and employment verifications
Performs other duties as assigned by supervisor

PHYSICAL DEMANDS
The work is primarily sedentary. 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
Effective communication skills

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

DELETE: 7/1/2019



NEW:

07/12/2004

JOB TITLE:	DIRECTOR II
DIVISION	AS ASSIGNED
SALARY SCHEDULE/GRADE:	IV, GRADE 11
WORK YEAR:	AS ALLOCATED
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8425
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES

Provides leadership to and direct supervision of an organizational unit or program. Plans, organizes, and implements activities which typically affect an entire department or major activity; maintains contact with other units, departments, and outside the district on matters involving corrections, adjustments or problem resolution.

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 within 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

Chairs and/or participates on committees and task forces as assigned

Assures effective implementation of district goals and objectives where applicable

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. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS

Master's Degree

Three (3) years successful experience in area of assignment

Certification/licensure in area of assignment where applicable

Successful leadership experience

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's Degree

Advanced preparation in area of assignment



NEW:
07/12/2004

JOB TITLE:	DIRECTOR III
DIVISION	AS ASSIGNED
SALARY SCHEDULE/GRADE:	I I/IV, GRADE 12
WORK YEAR:	AS ALLOCATED
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8448
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES
Provides leadership to and direct supervision of an organizational 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 within 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
Chairs and/or participates on committees and task forces as assigned
Assures effective implementation of district goals and objectives where applicable
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. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS
Master's Degree
Three (3) years successful experience in area of assignment
Certification/licensure in area of assignment where applicable
Successful leadership experience
Effective communication skills

DESIRABLE QUALIFICATIONS
Advanced preparation in area of assignment



JOB TITLE:	HUMAN RESOURCES GENERALIST
DIVISION	BUSINESS SERVICES
SALARY SCHEDULE/GRADE:	II/GRADE 5
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8613
BARGAINING UNIT:	CLAS

New: 09/22/2014

SCOPE OF RESPONSIBILITIES
Provides technical assistance in the Human Resources department, including recruitment, staffing, compensation, employee benefits, and employee relations ensuring compliance with federal, state statutes, and District policies and procedures. Assists with District employees, and state and local agencies for processing and dissemination of human resources information; plans and conducts employment information presentations.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Screens applicant pool for minimal qualifications
Prepares for and conducts contract signings
Maintains job list of approved positions and recommends adjustments to address staffing needs
Maintains personnel files in compliance with applicable legal requirements
Collaborates with various departments (ex., Finance, Payroll, school locations) to process staffing requests
Reviews recruitment and staffing documentation for accuracy
Assists the department with recruitment goals and initiatives
Provides assistance to Human Resources personnel in matters relating to the general business of the office
Provides information to other departments and the public, applying significant knowledge of District policies and procedures
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, 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 in Human Resources or related discipline
Three (3) years successful experience in a school or office setting
Ability to work effectively and collaboratively with others
Effective written and verbal communication skills
Ability to organize and multi-task a variety of duties
Must maintain a high degree of confidentiality

DESIRABLE QUALIFICATIONS

DELETED: 7/1/2019

Experience in Human Resources
PHR/SPHR certification
Proficient in Word, Excel, and Outlook
Functions well in a fast-paced work environment
High work capacity, results orientation and strong sense of urgency

DELETE: 7/1/2019



SUBMITTED FOR
APPROVAL: 5/14/2019
EFFECTIVE: 7/01/2019

JOB TITLE:	MANAGER MARKETING and OUTREACH
DIVISION:	COMMUNICATIONS AND COMMUNITY RELATIONS
SALARY SCHEDULE/GRADE:	II, GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8029
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES
Manage and implement marketing and communications efforts supporting the overall Brand Strategy for the Jefferson County Public School District and its Career/Talent Academies. This includes advertising, digital marketing, public relations, promotions, events, research, performance-based outcomes, and community relations. Responsible for managing vendor, consultative and internal relationships as it pertains to marketing and communication objectives being met. This position will also coordinate district level events and programs that support the district and the Career/Talent academies.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Assists Communications and College and Career Readiness in the development and implementation of JCPS Brand Strategy and Career/Talent Academies
Assists in all aspects of public relations including preparation of press releases
Collaborates to develop community outreach and coordinate related activities for advertisement and promotion
Assists with development of content for internal and external communications, including news releases, case studies, presentations, reports, print and digital material, websites, blogs and social-networking platforms
Works with Communications team members to create a Social Media content plan on a weekly, monthly or quarterly basis
Assists with implementation and operation of appropriate social media engagement/measurement programs (radian6, social mention, etc.)
Provides a summary of social media traffic and metrics on a regular basis
Monitors and tracks marketing objectives and return on investment for all public relations, communications, marketing and advertising campaigns
Oversees productions of print materials that will enhance work of the district
Conducts market research and surveys to garner information to inform all marketing and communication initiatives for JCPS
Participates with website and school intranet content, editing and creative design
Performs other duties as assigned by the Chief of Communications and Community 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, 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
Bachelor's Degree in advertising, marketing, public relations, communications or other applicable field
Three (3) years related work experience
Understanding of social media platforms

DESIRABLE QUALIFICATIONS
Excellent project management skills
Excellent writing and speaking skills



REVISED:
07/12/2004

JOB TITLE:	PROGRAM SPECIALIST III
DIVISION	AS ASSIGNED
SALARY SCHEDULE/GRADE:	I I, GRADE 5
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8294
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Provides technical assistance to district and school instructional staff in the areas of assignment involving the development, monitoring and implementation of assigned program or activity. Provides inservice as assigned.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Works closely with program personnel in developing and implementing educational programs and support services

Provides training and supervision for program staff

Oversees and directs the work of committees and task forces, as assigned

Meets with program staff regularly to monitor effectiveness of services

Maintains accurate records on the program and provides data and reports to appropriate personnel

Evaluates effectiveness of assigned programs or activities

Provides technical assistance to district and school staff in the areas of assignment

Assures compliance with local, state and federal regulations and procedures related to areas of assignment

Researches past and current practices in areas assigned and integrates research in areas of responsibility

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, climbing, 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 in area of responsibilities

Three (3) years experience in area of assignment

One(1) year successful experience in administration/supervision

Effective communication skills

DESIRABLE QUALIFICATIONS

Experience in working with different age groups

Experience in working with community organizations and agencies

Footnote

This position is categorically funded and re-employment is subject to periodic review based on availability of funds and continued need for the project.

DELETE 7/1/2019



REVISED:
07/12/2004

JOB TITLE:	PROGRAM SPECIALIST IV
DIVISION	AS ASSIGNED
SALARY SCHEDULE/GRADE:	I I, GRADE 6
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8262
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Provides technical assistance to district and school instructional staff in the areas of assignment involving the development, monitoring and implementation of assigned program or activity. Provides inservice as assigned. Survey system-wide needs in areas of assignment and determine effectiveness.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Works closely with program personnel in developing and implementing educational programs and support services

Provides training and supervision for program staff

Oversees and directs the work of committees and task forces, as assigned

Meets with program staff regularly to monitor effectiveness of services

Maintains accurate records on the program and provides data and reports to appropriate personnel

Evaluates effectiveness of assigned programs or activities

Assists supervisor in short-range and long-range planning as assigned

Assures compliance with local, state and federal regulations and procedures related to area of assignment

Implements functions for the program involving direct or indirect contact with students, parents, outside program officials, regulatory agencies and others

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, climbing, 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 in area of responsibilities

Four(4) years experience in area of assignment

One(1) year successful experience in administration/supervision

Effective communication skills

DESIRABLE QUALIFICATIONS

Experience in working with different age groups

Experience in working with community organizations and agencies

Footnote

This position is categorically funded and re-employment is subject to periodic review based on availability of funds and continued need for the project.

DELETE 7/1/2019



NEW:
07/01/2012

JOB TITLE:	SPECIALIST COMMUNITY RELATIONS
DIVISION	COMMUNICATIONS AND COMMUNITY RELATIONS
SALARY SCHEDULE/GRADE:	II, GRADE 7, 260 DAYS
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8140
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Assumes responsibility for supervising various aspects of the development and implementation of the district's community relations efforts including audience, events, and population targeting, community networking, the volunteer program, the speakers' bureau, and senior citizen involvement; and supervises the operation of the school district's distribution center.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Plans and executes activities, projects and programs designed to improve school/community relations.

Researches and provides data in order to keep file of target population current, and supervises and coordinates the activities of a cadre of volunteers who assist with community networking.

Represents the district on designated committees and establishes and maintains a volunteer resource file working through the delivery system to place volunteers.

Receives requests for speakers from within the school system and from the community, finds and schedules speakers and provides appropriate follow-up.

Organizes, implements and/or coordinates various efforts designed to involve senior citizens in school district programs, activities and operations.

Works cooperatively with materials production to implement the District's distribution center, including serving as the clearinghouse for publications and materials from external sources, mailings to targeted publications, distribution to schools, and rec

Monitors the supply of publications and brochures and alerts appropriate personnel when reprints or revisions are needed.

Supervises the operation of the FACTLINE.

Supervises the assembly and distribution of information packets, skinny books, first writing books, and other instructional material.

Performs other duties as assigned by the designated director.

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, climbing, reaching, with the ability to lift, carry, push or pull light weights. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS

Bachelor's Degree with at least one year's experience in a related field

Ability to establish and maintain rapport with persons from varying life styles and various community groups

General knowledge of the school district, good organization and planning skills, and basic knowledge of computer operations

DESIRABLE QUALIFICATIONS

Extensive knowledge of the school district's programs and operations as well as the dynamics and mores of Jefferson County
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DELETED 7/1/2019



New: 02/23/2016

JOB TITLE:	SPECIALIST EMPLOYEE EVALUATION MANAGER EMPLOYEE DEVELOPMENT
DIVISION	HUMAN RESOURCES
SALARY SCHEDULE/GRADE:	IV, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4291
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES

Provides specialized expertise regarding labor management and employee relations to all principals, managers and supervisors including employee development, employee evaluation, employee coaching, employee performance corrective action, non-renewal of limited contracts and other employee performance related issues.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Provides advice, counsel and expertise to principals, managers and employees with respect to employee development, employee evaluation, employee coaching, employee performance corrective action, non-renewal of limited contracts and other employee performance related issues

Acts as management representative in contract with union officials on matters pertaining to employee performance corrective action and non-renewal of limited contracts

Represents the Labor Management and Employee Relations department on committees and acts as a liaison with principals and managers with regard to employee effectiveness as needed

Assists with interpretation of collective bargaining agreement, settlement of grievances and other cross departmental labor relation functions as needed

Compiles and retains labor management and employee relation data and prepares and presents reports and briefings as necessary

Develops and conducts formal training for principals and managers regarding employee corrective action, non-renewal, supervision techniques and other employee performance topics

Performs and promotes all activities in compliance with equal employment and nondiscrimination policies of the Jefferson County Board of Education

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, reaching, with the ability to lift, carry, push or pull light weights. The work requires activities involving driving automotive equipment.

MINIMUM QUALIFICATIONS

Master's Degree with Kentucky Certification in Administration and Supervision on level of assignment (Principal Certification)

Three (3) years successful experience as a school principal

Ability to accurately evaluate certified and classified district employees

Effective communication skills

DESIRABLE QUALIFICATIONS

Knowledge and experience in employee evaluation
General knowledge of Kentucky education law and federal employment law

DELETE: 7/1/2019



REVISED:
07/12/2004

JOB TITLE:	SPECIALIST III
DIVISION	AS ASSIGNED
SALARY SCHEDULE/GRADE:	I I/IV GRADE 10
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4190
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Provides technical assistance to district and school staff in the areas of assignment and development, monitoring and implementation of assigned program or activity; provides inservice as assigned; surveys systemwide needs in area of assignment and determines effectiveness of assigned program or activity; supervises and directs the work of committees and other groups as assigned.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assumes responsibility for and assists designated supervisor in short range and long range planning as assigned

Works cooperatively with the designated coordinator, program directors and specialists in assessing and addressing the district's priorities and needs and in developing, reviewing and revising program or activity as assigned

Researches past and current practices in all areas assigned and integrates research in all areas of responsibility

Supervises and directs the work of committees and task forces as assigned

Works cooperatively with the designated coordinator and staff development personnel to provide inservice training in area of assignment

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 assignment

Assure compliance with local, state and federal regulations and procedures related to area of assignment

Assures compliance with Board Goals and Administrative Objectives related to area of assignment

Performs other duties as assigned by supervisor

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 Degree or higher with area or major in area of assignment

Three (3) years successful experience in area of assignment

Effective communication skills

DESIRABLE QUALIFICATIONS

Kentucky certification in supervision and/or administration

DELETE 7/1/2019



11/15/2016

New:

JOB TITLE:	SUPERVISOR CALL CENTER
DIVISION	COMMUNICATIONS AND COMMUNITY RELATIONS
SALARY SCHEDULE/GRADE:	II GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8469
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Oversees the JCPS Call Center and ensures customers are receiving quality and efficient customer service. Manages all procedures related to the identification, prioritization and resolution of customer requests, including the monitoring and tracking of requests throughout the District. Evaluates procedures, gathers metrics and analyzes performance in an effort to improve service. Responsible for hiring, scheduling, evaluation, motivation and training of staff.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Manages the JCPS Call Center. Analyzes metrics through a central tracking system and provides performance reviews to upper management to show quality of service and plans for improvement.

Develops procedures for staff that are designed to provide consistency to customers and other district staff when receiving requests through calls, chat, web services or email

Interfaces with departments to make sure procedures are in place to create a streamlined work flow originating from the call center. Builds and maintains strong interdepartmental relationships

Develops ways to continually promote the use of the call center to the community and District staff

Development of knowledgebase and FAQs for customer service representatives and customers

Writes and conducts employee performance evaluations, makes employment decisions and sets up performance targets for team

Ensures employees have appropriate training to meet performance targets

Creates and maintains a high quality work environment

Works closely with the Customer Service Representative Supervisor to develop employees and make sure the call center quality and performance targets are met

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.

MINIMUM QUALIFICATIONS

Bachelor's Degree

Five (5) years of experience in a call center or customer service environment

Proficient in relevant computer applications

Excellent communication and interpersonal skills

DESIRABLE QUALIFICATIONS
Customer service certification
Prior experience using a customer relationship management system.
Solid project management skills
Demonstrated experience in managing a successful team and the ability to effectively prioritize and execute tasks in a high pressure environment

DELETE 7/1/2019



New: 07/01/2012

JOB TITLE:	SUPERVISOR
DIVISION	AS ASSIGNED
SALARY SCHEDULE/GRADE:	IV GRADE 8
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4180
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES
Provides technical assistance to District and school staff in the areas of assignment and development, monitoring and implementation of assigned program or activity; provides in-service as assigned; surveys system wide needs in area of assignment and determines effectiveness of assigned program or activity; supervises and directs the work of committees and other groups as assigned.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Assumes responsibility for and assists designated supervisor in short-range and long-range planning as assigned
Works cooperatively with the designated coordinator, program directors and specialists in assessing and addressing the District's priorities and needs and in developing, reviewing and revising program or activity as assigned
Researches past and current practices in all areas assigned and integrates research in all areas of responsibility
Supervises and directs the work of committees and task forces as assigned
Works cooperatively with the designated coordinator and staff development personnel to provide in-service training in area of assignment
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 assignment
Assure compliance with local, state and federal regulations and procedures related to area of assignment
Assures compliance with Board Goals and Administrative Objectives related to area of assignment
Completes all trainings and other compliance requirements as assignment by the designated deadline
Evaluates staff as assigned
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, reaching with the ability to lift, carry, push or pull light weights. 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
Three (3) years successful experience in area of assignment
Effective communication skills

DESIRABLE QUALIFICATIONS

Certification/licensure in area of assignment where applicable
Experience in a diverse workplace

DELETED 7.1.2019



NEW:
04/21/2014

JOB TITLE:	TECHNOLOGY SUPPORT SPECIALIST I
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	IA, GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8585
BARGAINING UNIT:	CLAB

SCOPE OF RESPONSIBILITIES

Provides tier I support for incoming customer requests. Troubleshoot problems with a variety of district applications in a timely and accurate fashion and provides end user training and assistance when required. Problem resolution may involve the use of diagnostic and help request tracking tools, remote control tools to actively resolve end users help requests.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their service to the client community

Utilizes remote assistance as well as other tool sets to provides support for the district's Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy

Determines the most effective manner to resolve the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues

Records required customer and problem information in the ticketing system and updates tickets with appropriate entries of activities. Closes the tickets with resolution entered upon completion of the job

Learns the software systems developed in-house and troubleshoots the same with the customers. Escalates the problem to the tier II support after gathering detailed information to replicate the problem

Assists users with operational needs as well as troubleshoots issues with the district's critical systems including but not limited to HR/Payroll/Financial systems and student information systems

Troubleshoots hardware, software or network problems associated with district devices and works closely with tier II support to initiate the necessary repairs/fixes

Actively participates in professional development to stay current on new systems implemented in the district

Works closely with the Manager Customer Support and the lead support specialist in addressing infrastructure related support tasks including but not limited to, password changes, provisioning, and other Active Directory related tasks

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, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.

Three (3) years of experience with current desktop and server operating systems

Successful completion of the customer service representative certification within 90 days of employment
Extensive application support experience and working knowledge of a range of hardware and/or software diagnostic utilities
Effective communication skills

DESIRABLE QUALIFICATIONS
Bachelor's Degree.
Exceptional interpersonal skills, with a focus on rapport-building, listening, and inquiry skills
Ability to effectively prioritize and execute tasks in a high pressure environment
Exceptional customer service orientation with the ability to describe computer issues in a user-friendly language

DELETE 7/1/2019



NEW:

04/21/2014

JOB TITLE:	TECHNOLOGY SUPPORT SPECIALIST II
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA, GRADE 12
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8587
BARGAINING UNIT:	CLAB

SCOPE OF RESPONSIBILITIES

Provides tier II support for incoming customer requests. Troubleshoots problems with a variety of district applications in a timely and accurate fashion and provides end user training and assistance when required. Problem resolution may involve the use of diagnostic and help request tracking tools, remote control tools to actively resolve end users help requests.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their service to the client community

Provides support for the district's Information Technology products and services including answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy

Effectively resolves the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues. Works closely with other customer support team members and engages other technical service groups when necessary while following established methodologies to improve first call resolution, manage customer perception, and build strong relationships

Maintains accurate and updated records of the customer problem and resolution information in the ticketing system. Closes the tickets with resolution entered upon completion of the job and verification that the suggested solutions effectively resolves the users' problems as evidenced by verbal, phone, or email follow-up

Learns the software systems developed in-house and troubleshoots the same with the customers. Escalates the problem after gathering detailed information to replicate the problem and only if the issue is deemed as a bug

Troubleshoots hardware, software or network problems associated with district devices and performs the necessary repairs including but not limited to re-imaging machines, identifying and applying software and/or hardware updates

Stays current on certification(s) by successfully completing updated certification exam(s) while keeping abreast of new systems implemented in the district, and mentoring junior staff members

Works closely with the Manager Customer Support and the Platform Services group to support infrastructure related tasks including but not limited to, password changes, provisioning, running scripts and/or jobs, data forensics and other Active Directory related tasks

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, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D.

Four (4) years experience with current desktop and server operating systems with at least two (2) years in a customer service or help desk setting

Successful completion of the customer service representative certification within 90 days of employment

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

Extensive application support experience, especially with student information systems, coupled with advanced computer hardware and software troubleshooting experience

Effective communication skills

DESIRABLE QUALIFICATIONS

Bachelor's Degree

Exceptional interpersonal skills, with a focus on rapport-building, listening, and inquiry skills

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

Exceptional customer service orientation with the ability to describe computer issues in a user-friendly language

DELETE 7/1/2019



NEW:
04/21/2014

JOB TITLE:	TECHNOLOGY SUPPORT SPECIALIST III
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA, GRADE 14
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8589
BARGAINING UNIT:	CLA5

SCOPE OF RESPONSIBILITIES

Provides tier III support for incoming customer requests. Troubleshoots problems with a variety of district applications in a timely and accurate fashion and provides end user training and assistance when required. Problem resolution may involve the use of diagnostic and help request tracking tools, remote control tools to actively resolve end users help requests.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their service to the client community

Utilizes remote assistance as well as other tool sets to provides support for the district's Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy

Determines the most effective manner to resolve the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues. Works closely with other customer support team members and engages other technical service groups when necessary while following established methodologies to improve first call resolution, manage customer perception, and build strong relationships

Records required customer and problem information in the ticketing system and updates tickets with appropriate entries of activities. Closes the tickets with resolution entered upon completion of the job and verification that the suggested solutions effectively resolves the users' problems as evidenced by verbal, phone, or email follow-up

Employs critical thinking to learn and understand the software systems developed in-house and troubleshoots the same with the customers. Escalates the problem after gathering detailed information to replicate the problem and only if the issue is deemed as a bug

Assists users with operational needs as well as troubleshoots issues with the district's critical systems including but not limited to HR/Payroll/Financial systems and student information systems

Troubleshoots hardware, software or network problems associated with district devices and performs the necessary repairs including but not limited to re-imaging machines, identifying and applying software and/or hardware updates

Stays current on certification(s) by successfully completing updated certification exam(s) while keeping abreast of new systems implemented in the district, and mentoring junior staff members

Works closely with the Manager Customer Support and the Platform Services group to support infrastructure related tasks including but not limited to, password changes, provisioning, running scripts and/or jobs, data forensics and other Active Directory related tasks

Assists other staff members in resolving outstanding tickets in a timely manner, closely monitors the ticket queue and quickly formulates and implements resolution paths to comply with the service level agreement to the customers

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, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

Bachelor's Degree

Four (4) years experience with current desktop and server operating systems with at least two (2) years in a customer service or help desk setting

Successful completion of the customer service representative certification within 90 days of employment

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

Extensive application support experience, especially with student information systems, coupled with advanced computer hardware and software troubleshooting experience

Effective communication skills

DESIRABLE QUALIFICATIONS

Exceptional interpersonal skills, with a focus on rapport-building, listening, and inquiry skills

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

Exceptional customer service orientation with the ability to describe computer issues in a user-friendly language

DELETE 7/1/2019



New: 07/01/2012

JOB TITLE:	TEMPORARY SEASONAL GROUNDWORKER
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	TEMPORARY/SEASONAL SCHEDULE IB, GRADE 2
WORK YEAR:	TEMPORARY/SEASONAL
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8963
BARGAINING UNIT:	SUBC

SCOPE OF RESPONSIBILITIES
Assumes responsibility for maintaining the highest quality appearance of the District's lawns (including ditches and hillsides), walks, trees, fence rows, and shrubs.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Operates lawn care or grounds equipment (tractors, riding-mowers, etc.) as assigned
Performs professional lawn care services in accordance with established operational procedures, rules and practices in assigned area
Reports daily work performance to crew leader or Foreman
Cleans, maintains and services assigned lawn care equipment
Completes all trainings and other compliance requirements as assigned by the designated deadline
Performs other duties as assigned by supervisor

PHYSICAL DEMANDS
The work is performed while standing or walking. 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, climbing, reaching, with the ability to lift, carry, push or pull heavy weights. The work requires being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.

MINIMUM QUALIFICATIONS
High School Diploma or G.E.D.
Previous successful experience in lawn care or grounds care
Demonstrated ability to follow directions and carry out orders
Ability to work with others and have reliable attendance
Willingness to work in varied and different locations
A valid driver's license
Effective communication skills

DESIRABLE QUALIFICATIONS
Successful experience in several types of lawn care maintenance, experience in maintenance of small lawn care equipment and/or experience in grounds construction
Previous tractor driving experience with farm-type tractor and bush hog mower
Experience in a diverse workplace