

Title:
Technology Specialist**Qualifications:**

Any combination equivalent to a high school diploma or G.E.D. as required by Kentucky law and two (2) years of experience in computer or phone installation, maintenance, and repair; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Reports To:

District Technology Manager

Primary Job Goal:

Provide advanced technical support and operational management of district technology systems including end-user devices, instructional technology, identity and access systems, security platforms, and core infrastructure services. Responsibilities include the deployment, configuration, integration, and ongoing support of district technology platforms such as identity management, filtering, classroom management systems, endpoint devices, and infrastructure services. This position supports reliable instructional and operational technology across the district and serves as a technical resource for staff and Technology Department initiatives.

Required Knowledge, Skills, And Abilities:**Knowledge of**

- Computer hardware, peripherals, and endpoint device management
- Microsoft Windows desktop operating systems and configuration
- Apple IOS / iPadOS / OSX
- Chrome OS
- Chromebook management and repair
- Cafeteria Point of Sale systems (Heartland Mosaic)
- ATT FirstNet radio systems
- Print management systems (Papercut)
- Windows Server operating systems and basic systems administration
- Microsoft Active Directory / Entra ID user and device management
- Identity and access management systems (RapidIdentity)
- Network filtering and student safety platforms (GoGuardian Admin)
- Classroom management platforms (GoGuardian Classroom)
- Google Workspace for Education administration and support
- Student Identity / Single sign on platforms (Clever)
- Endpoint security and antivirus management platforms
- Remote software deployment and inventory systems (PDQ Deploy / PDQ Inventory)
- Operating system deployment and imaging systems (Intune Autopilot)
- Virtualization platforms (VMWare vSphere)
- Backup and disaster recovery platforms (VEEAM Backup & Recovery or similar)
- Data communications infrastructure and network-connected devices (Juniper routing and switching)
- Classroom instructional technology including interactive displays, projectors, and audio systems
- Physical security technologies including camera systems, DVR/NVR platforms, and building access systems
- Standard IT troubleshooting methodologies for hardware, software, and network issues
- VOIP phone systems software and hardware

- Microsoft Intune mobile device management
- Apple Business Manager
- Vape detection hardware and software (Halo smart sensor)

Skills in

- Installing, configuring, deploying, and maintaining operating systems and enterprise software
- Imaging, provisioning, and deploying large numbers of computers and devices
- Deploying and configuring district technology systems and cloud-based platforms
- Diagnosing and resolving hardware, software, and network connectivity problems
- Administering and configuring identity, filtering, and classroom management platforms
- Supporting instructional technology environments and audiovisual equipment
- Reading and interpreting technical documentation, system logs, and manuals
- Communicating technical concepts clearly to non-technical staff
- Providing user training and technology guidance to staff
- Managing work priorities and responding effectively to service requests

Ability to

- Communicate effectively both verbally and in writing
- Analyze complex technical issues and determine appropriate solutions
- Work independently while coordinating with technology department staff
- Exercise sound judgment in diagnosing and resolving technology problems
- Prioritize and respond to multiple support requests across district locations
- Translate technical terminology into clear and understandable guidance for users
- Maintain confidentiality and security of district systems and user data
- Participate in and attend in-service meetings and workshops
- Perform related duties and assume other responsibilities as may be assigned by the Chief Information Officer.
- Be clean, neat and professionally dressed at all times
- Communicate effectively both orally and in writing
- Be consistently responsible, maintaining regular attendance and timely completion of assigned duties, working assigned contract and using sick and personal leave appropriately
- Maintain professional interpersonal skills using tact, patience, courtesy and cooperative effective relationships with others and consistently display self-control, honesty and credibility with students, parents, visitors and school personnel

Performance Responsibilities:

Examples of duties include, but are not limited to:

Endpoint & User Support

- Install, configure, and maintain district computers, laptops, and related peripherals
- Deploy operating systems and software using imaging and automated deployment systems
- Troubleshoot and repair hardware and software issues on district technology devices
- Provide direct technical support to staff for classroom and office technology

Systems & Platform Support

- Deploy, configure, and support Active Directory user, device, and group management
- Assist in the deployment, configuration, and administration of RapidIdentity identity management systems
- Deploy, configure, and maintain GoGuardian Admin filtering policies, organizational units, and device integrations

f. Climbing		X	X								
g. Kneeling		X	X								
h. Twisting		X	X								
i. Lifting		X	X								

LIFTING ____ 0-10 lbs. ____ 11-15 lbs. <u>X</u> 16-30 lbs. ____ Over 31 lbs.		
2a. HAND MANIPULATION REQUIRED? <u>X</u> Yes (If yes, complete 2a,2b,2c,2d,2e) ____ No		
2b. Repetitive hand movements? <u>X</u> Yes ____ No		
2c. Simple Grasping?	Right Hand Yes <u>X</u> No ____	Left Hand Yes <u>X</u> No ____
2d. Power Grasping?	Right Hand Yes ____ No <u>X</u>	Left Hand Yes ____ No <u>X</u>
e. Pushing Pulling?	Right Hand Yes ____ No <u>X</u>	Left Hand Yes ____ No <u>X</u>
f. Fine Manipulation:	Right Hand Yes <u>X</u> No ____	Left Hand Yes <u>X</u> No ____

3. (a) Does the job require a worker to reach or work above the shoulder? <u>X</u> Yes ____ No Frequency? _____ (b) Reaching at or below shoulder level? <u>X</u> Yes ____ No Frequency? <u>As needed</u>
4. Does the job require use of his/her feet to operate foot controls or repetitive movement? ____ Yes <u>X</u> No
5. Are there special visual or auditory requirements? <u>X</u> Yes ____ No If yes, please describe (i.e. working with computer terminal): working with a computer terminal, monitorS, chromebooks, software, smart v's, etc...
WORK ENVIRONMENT: a. Does the employee work near moving mechanical parts; in high, precarious places; and in outside weather conditions? ____ Yes <u>X</u> No b. Is the employee exposed to fumes or airborne particles? <u>X</u> Yes ____ No If yes, please specify: Potential exposure common to cleaning supplies and chemicals used in cleaning computers, laptops. As well as dust and debris when working with mainframes / towers, etc...

BLOOD/FLUID EXPOSURE RISK: (check the right category)

_____ Category I: Tasks involve exposure to blood, fluid, or tissue

 X Category II: Usual tasks do not involve exposure to blood, body fluid, or tissues but the job may require performing unplanned Category I tasks.

_____ Category III: Tasks involve no exposure to blood, body fluids, or tissues. Category I tasks are not a condition of employment.

Terms Of Employment:

Up to 239 days with possibility of extended employment granted by the Board of Education; salary to be established by the Board of Education.

Evaluation:

Performance of this job will be evaluated in accordance with the provisions of the Board's policy on Evaluation of Professional Personnel.

Date of Approval: _____

DRAFT