

## **TECHNOLOGY SERVICES SPECIALIST II**

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### **Purpose Statement**

The job of Technology Services Specialist is done for the purpose/s of developing and monitoring computer networks within the District; resolving related operational issues; maintaining computer hardware and peripherals; and providing technical support to District staff.

### **Essential Functions**

- Assesses malfunctions of networks, local hardware, software applications and/or telephone services for the purpose of determining appropriate actions to maintain computer and network operations.
- Coordinates with school site technology personnel, vendors, outside contractors, etc. for the purpose of completing projects/work orders efficiently.
- Installs computer and network equipment, telephone wiring, etc., requiring specialized computer and network skills for the purpose of upgrading and maintaining district technology maintaining safe and effective computer and network operations.
- Maintains a variety of files and records (manual and computer) (e.g. equipment inventory, service contracts and records, licenses, repair logs,) for the purpose of providing an up-to-date reference and audit trail.
- Maintains database and network applications including analysis, testing and documenting requirements (e.g. email, web browser, server, calendar system, etc.) for the purpose of ensuring that District resources are effectively utilized.
- Maintains District web site for the purpose of ensuring accuracy of information and consistency of format.
- Monitors district servers, website, and related hardware and supporting software (e.g. hubs, switches, routers, firewalls, proxies, etc.) for the purpose of ensuring that resources and technology are available and utilized effectively.
- Prepares written materials (e.g. purchase orders, inventory lists, reports, memos, letters, etc.) for the purpose of providing written reference and/or conveying information.
- Provides technical support (e.g. walking through computer operations, training on new applications, etc.) for the purpose of ensuring that District personnel can effectively utilize hardware and/or software applications.
- Repairs computers, peripherals, network equipment and software requiring specialized computer and electronics repair skills for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Researches technology related information for the purpose of recommending District acquisition of hardware and/or software applications.
- Responds to emergency situations for the purpose of resolving immediate operational issues.
- Serves as a technical resource to District staff for the purpose of conveying information on current and future technology.
- Assists other personnel for the purpose of supporting them in the completion of their work activities.
- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Other related duties as assigned

### **Job Requirements & Skills**

SKILLS are required to perform multiple, highly complex, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: utilizing pertinent application and operating system software; developing applications/queries utilizing current generation software; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform advanced math; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: current generation application and operating system software, Internet and intranet protocols; computer hardware including wired and wireless networking hardware; and safety practices and procedures

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of types of job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific abilities required to satisfactorily perform the functions of the job include: communicating technical information to non-technical audiences; displaying mechanical aptitude; meeting deadlines and schedules; adapting to changing work priorities; and developing effective working relationships.

### **Responsibility**

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing multiple departments; and determining the use of funds. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: Sitting for extended periods of time, occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling, significant fine finger dexterity, hearing and speaking to exchange information and make presentations. The job is performed under some temperature extremes and some hazardous conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Experience**

Job related experience with increasing levels of responsibility

### **Education**

High School Diploma or equivalent  
Technology Certifications Preferred (MS, Google)

### **Required Testing**

Successful Completion of Pre-Employment Process

### **Additional Qualifications**

Ability to travel to other sites/locations

### **Continuing Education/ Training**

Training attendance at workshops as appropriate

### **Certificates & Licenses**

None Specified

### **Clearances**

DOJ/FBI Fingerprint Clearance  
TB Clearance  
Drug Screening

### **Supervision**

Chief Technology Officer

### **Salary Grade**

Range 33

### **Work Year**

260