

Educational Service Unit #1 Job Description Information Technology Specialist

- A. Job Title:** Information Technology Specialist
- B. Department:** Technology
- C. FLSA Status:** Exempt
- D. Essential Requirements:**
 - 1. Bachelor's Degree in Computer Science or years of equivalent experience
 - 2. Experience in the area of technology, telecommunications and networking
 - 3. Expertise in operation and utilization of hardware (multiple formats) and software
 - 4. Ability to work with school personnel effectively
 - 5. Ability to drive (employee is responsible for providing own transportation) with a valid driver's license
 - 6. Willingness to work unusual hours and days
- E. Reports To:** Network and Information Systems Director
- F. Primary Responsibilities:**
 - 1. Assist and manage support for issues relating to local area networking, wide area networking, and internet systems and connectivity for both ESU#1 schools and ESU#1
 - 2. Deploy security policies associated with school district local area networks and internet connectivity as well as ESU#1
 - 3. Install, maintain, and perform repairs to hardware, software, peripheral or network equipment, following design or installation specifications
 - 4. Deploy disaster recovery policies and procedures for ESU#1 local network and ESU#1 area network services
 - 5. Assist school districts and ESU#1 in the technical planning process for telecommunications - development, implementation and evaluation of telecomputing projects.
 - 6. Assist with managing, updating, and maintaining all data information systems for ESU#1.
 - 7. Provide network technical assistance to ESU#1 schools.
 - 8. Provide technical support in the utilization of hardware and software.
 - 9. Assist with technology training and demonstrations as needed.
 - 10. Performs other duties as directed.

G. General Knowledge:

1. Customer and Personal Service - Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
3. Mathematics - Knowledge of arithmetic, algebra, and their applications.
4. Psychology - Knowledge of human behavior and performance; individual differences in ability, personality, and interests.

H. Technical Knowledge

1. Computers and Electronics - Knowledge of circuit boards, processors, electronic equipment, servers, desktops, mobile devices, and other technology devices, hardware and software, including applications and basic programming/scripting.
2. Operating Systems - Knowledge of Mac OS, Windows, and Linux/Unix client/server network operating systems administration and current trends.
3. Telecommunication/Networking - Knowledge of transmission, routing, switching, control, and operation of wired, wireless, PBX or VoIP telecommunication systems along with a thorough understanding of the OSI model, networking protocols within, and TCP/IPv4 subnetting.
4. Web Authoring - Knowledge of current HTML programming trends and current web authoring software.

I. Skills

1. Instructing - Teaching others how to do something.
2. Speaking - Talking to others to convey information effectively.
3. Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
4. Active Learning - Understanding the implications of new information for both current and future problem solving and decision making.
5. Oral/ Written Expression - Communicating information and ideas by speaking or writing so others will understand.
6. Service Orientation - Actively looking for ways to help people.
7. Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
8. Time Management - Managing one's own time and the time of others.
9. Team Player - Encouraging and building mutual trust, respect, and cooperation among team members.

- J. At Will Employment:** Employment with ESU #1 is not for any period of time, and employment may be terminated at any time at the convenience of the terminating party, with or without cause, and with or without notice. Employment with ESU #1 is not governed by any express or implied contract of employment containing terms different from or inconsistent with those stated in the employment agreement. The terms of this employment agreement may not be modified except in writing signed by the Administrator.
- K. Essential Functions:** The essential functions of this position include (1) regular, dependable attendance on the job; (2) the ability to perform the identified tasks and to possess and utilize the identified knowledge, skills, and abilities and to perform the identified work activities; and, (3) the ability to perform the following identified physical requirements:

PHYSICAL REQUIREMENTS - Information Technology Specialist

	Never 0%	Occasional 1-32%	Frequent 33-66%	Constant 67 +%
Standing			X	
Walking			X	
Sitting			X	
Bending/Stooping			X	
Reaching/Pushing /Pulling			X	
Repetitive Hand Movements				X
Climbing Stairs		X		
Driving		X		
Lifting up to 50 Pounds		X		
Carrying 20 Feet		X		