

Hapeville Charter School

JOB DESCRIPTION

Job Title: School Technology Specialist

Entry Range: \$38,000 - \$42,500

Organization: Technology Department

Work Schedule: 210 Days

Reports To: Principal

FLSA Status: Exempt

Position Summary

Under the general supervision of the Executive Director and the direct supervision of the School Principal, the STS works to implement and maintain the School's IT plans and policies at the school level. The incumbent in this position provides schools with on-site end user computing support, including: work with county and academic leadership to schedule and implement testing windows; asset management; managing check in and out of devices for employees, students, and classrooms; investigating, troubleshooting, and resolving hardware, software, network, and instructional technology incidents. In doing so, the STS will provide Tier 1 and Tier 2 on-site support and will liaise with the School's network management company, effectively use the School's incident tracking software, and communicate with both end users and other technology support resources on the progression of incidents to resolution. The STS is the first line of defense in supporting the School's information security policies and practices. The incumbent will be knowledgeable and accountable for ensuring data security and digital safety for our students.

Essential Duties

General Responsibilities:

- ◆ Provides assistance to schools in troubleshooting IT technology in classrooms, media centers, admin facilities and support offices
- ◆ Manages service requests through the School ticketing system, meeting Service Level Agreements (SLA) including response time and resolution time
- ◆ Coordinates all student testing windows
- ◆ Communicates bi-directionally regarding status of IT incidents and planned IT initiatives (such as online testing) to the service desk, technical support coordinators and schools through the School's incident tracking software
- ◆ Supports and promotes the deployment of new technology at schools with teachers, support staff and administration
- ◆ Provides advice and guidance to school staff on the adoption and use of technology based on School standards and guidelines
- ◆ Supports the Board Policies, Procedures, and School Guidelines and best practices with respect to Digital Citizenship and Information Security and Safety
- ◆ Works to solve problems and provide solutions that meet school needs while upholding technology standards and architecture
- ◆ Ensures effective support of technology for instructional purposes

Asset Management and Hardware Support:

- ◆ Sets up new devices, workstations, print stations, and assignments to default printers
- ◆ Assigns and coordinates all check in and out procedures for school technology to employees, students, and classrooms (carts)
- ◆ Maintains data catalogue of inventory and performs record keeping functions of hardware locations, assignments, quantities, types and required repairs, including start-up and end-of-year processes
- ◆ Recommends potential hardware purchases based on School approved hardware standards
- ◆ Assists with support and maintenance of all IT-related equipment

Network Administration:

- ◆ Assists with general maintenance to keep network running smoothly
- ◆ Assists with on-site network-related repair requests with service desk personnel
- ◆ Ensures all MDF/IDF closets/workrooms are easily accessible; Ensures cabling/data wiring management follows color coordinated scheme and is well maintained

Software Administration and Training:

- ◆ Maintains a strong working knowledge of assigned (instructional) software for the purpose of providing problem diagnostics and accurate trouble shooting for timely solutions
- ◆ Provides input on future needs and assists with identifying software selections including software contract and renewal management
- ◆ Setup software and platform accounts for employees and
- ◆ Provide group and one-on-one trainings to software and platform

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Additional Responsibilities

- ◆ Stays up to date on ever-changing technical knowledge and expertise relevant to role and keeps current on educational technology
- ◆ Performs other duties as assigned by the appropriate administrator

Minimum Qualifications

Education:

- ◆ High School degree or GED equivalent with 3 years of related full-time technology work experience
- ◆ Associate degree with 1 years of related technology work experience (preferred)
- ◆ Or bachelor's degree with at least experience

Experience: A minimum of two (2) years of demonstrated relevant experience required; Relevant experience can include providing end user support in an enterprise level organization, administering a Windows or Mac computing environment, or working with WAN/LAN environments.

Knowledge/Skills/Abilities:

- ◆ Basic understanding of technology hardware, including desktop computers, laptops, tablets, smart phones, printers, projectors, smart boards, scanners, and digital cameras
- ◆ Knowledge of one or more operating systems, such as Microsoft, Mac, or Linux
- ◆ Familiarity with IT support tools, such as Active Directory, Remedy or LANdesk
- ◆ Working knowledge of PC/LAN application software including Google Workspace, MS Office products and Internet Browsers (Internet Explorer, Chrome, Safari)
- ◆ Must be able to successfully manage multiple tasks, projects, and responsibilities
- ◆ Possesses excellent written and verbal communication skills with a particular focus on clearly articulating IT incidents and their solutions so that both end users and technical support staff understand what is being communicated
- ◆ Ability to apply critical thinking skills in rendering solutions to various technical issues
- ◆ Ability to independently learn new technology and provide instruction to others
- ◆ Must be able to collaborate effectively with School and school personnel, the service desk, the general public, and work with diverse groups of people

Working Conditions:

- Working on-site at a school

Physical Demands:

- ◆ Routine physical activity associated with normal office environment
- ◆ Lifting is required due to the nature of tasks (up to 50 lbs.)

Important Notes

This document provides descriptive information about the above Fulton County Schools position. Work actually performed by incumbents in this position may vary. Although this document may be used for recruiting, staffing, or career planning, the information contained herein should only be used as a guideline or recommendation for the content of and qualifications for this position. An individual's ability to meet the qualifications and capabilities described in this document is not a guarantee of employment or promotion. Fulton County Schools reserves the right to make changes to this document as deemed necessary without providing advance written notice.

Reviewed By: _____

Date: _____

Approved By: _____

Date: _____

Created/Revised: _____