

LAGRANGE HIGHLANDS SCHOOL DISTRICT #106

JOB TITLE: Technology Specialist
JOB GOAL: To provide superior technology support and services to district stakeholders.
REPORTS TO: Director of Technology
QUALIFICATIONS: Appropriate technical knowledge and skills to support District 106 technology.
Read, understand and follow verbal and written directions.
Utilize applicable technology to support performance responsibilities.

DUTIES AND RESPONSIBILITIES:

General:

1. Communicate and collaborate effectively with others.
2. Ensure confidentiality of sensitive information.
3. Maintain a record of dependability as evidenced by consistent attendance, punctuality and attention to work.
4. Understand and adapt to a variety of situations.
5. Maintain and exhibit general and personal safety practices.
6. Maintain stakeholder satisfaction.
7. Work independently and exercise good judgment.
8. Assume personal responsibility for professional performance and growth.
9. Utilize effective problem solving processes.
10. Exhibit professionalism in appearance and demeanor.

Specific:

1. In conjunction with the Help Desk Assistant, maintain 100% coverage at the District 106 help desk during assigned hours.
2. Perform level 2 technical support for diagnosis and repair of computers and computer related equipment including Macintosh and Wintel computers, printers, and peripherals.
3. Manage operating systems and software applications on desktop computers as required.
4. Maintain District 106 VOIP and wireless systems.
5. Post updates to the district web page following district policies.
6. Maintain a complete hardware and software inventory of all computer products purchased by the district.
7. Perform network cabling and infrastructure maintenance tasks as directed by the Director of Technology.
8. Create and maintain documentation for various software applications and procedures.
9. Create and maintain a database of service requests.
10. Provide technical and application training to teachers and administrators on an as needed basis.
11. Be the primary point of contact and responsibility for local and state Student Management Systems.

This job description does not state or imply that these are the only duties to be performed by the employee occupying this position. An employee in this position will be required to follow any other instructions and to perform any other duties assigned by the supervisor.

EVALUATION:

Performance in this position will be evaluated annually, twice annually, or at least every two years in accordance with the provisions of the applicable policies of the district.

TERMS OF EMPLOYMENT:

Length of contract, salary, and benefits as established by the Board of Education (At-will employee).