

Lead Hardware/Software Specialist

Primary Function

To serve as the lead specialist for the maintenance and installation of District technology and communication systems.

Organizational Relationships

Reports to the Director for Technology and Media Services

Qualifications

- Graduation from high school and 2 years college, technical school, or equivalent.
- Apple certified technician preferred.
- Ability to read and understand technical materials.
- Strong communication and interpersonal skills.
- Ability to work well independently with a minimum of direction.
- Ability to collaborate with others and work on a team.
- Appropriate District policies pertaining to the maintenance of a variety of computer and electronic equipment and user acceptable use policies.
- Working knowledge of the Mac Enterprise Networked Environment, database solutions, and voice and e-mail systems preferred.
- Strong organizational skills.
- Proficient skill in English composition, grammar and spelling.
- Ability to perform assigned duties and tasks with a minimum of direction.
- Ability to maintain effective public and co-worker relationships.
- Ability to physically move about the district.
- Ability to understand and carry out oral and written directions.
- Ability to, on occasion, physically lift and move packages, boxes, and other materials weighing up to 25 pounds.
- Ability to handle staff and student information with confidentiality.

Performance Responsibilities

1. Coordinate technology and communication services with other members of the Department of Technology and Media Services to provide timely troubleshooting response and preventative maintenance for District technology systems
2. Set-up, install, troubleshoot, and perform backups and maintenance on District technology systems including computer hardware, software, and peripherals
3. Maintain up-to-date District software and hardware inventory
4. Manage technology computer parts ordering
5. Perform service repairs and basic data recovery on hardware
6. Communicate with hardware and software vendors to keep abreast of new products and developments
7. Assist the technology team with summer projects including updating laptop, desktop, and serves as well as the breakdown and setup of technology equipment at District schools
8. Assist users of District systems maintained by the Department of Technology and Media Services: student information system (i.e., PowerSchool), financial management system (i.e., Skyward), electronic meal system (i.e., School Dining), electronic library catalog system (i.e., Alexandria)
9. Support software, hardware, and setting up SMART Board products and similar 21st century learning equipment, i.e., document cameras, iPods, interactive response systems
10. Performs such individual assignments as the Director of Technology and Media Services may direct

Terms of Employment

260 work days. Salary and work year established by the Board of Education.

Evaluation

Performance will be evaluated in accordance with the Support Council Agreement.

Seniority Category: Technology

2/2014