Technical Software Specialist
New Hanover County Schools

Job Description

Class: Classified

Dept: Technology and Digital Learning

TITLE: **Technical Software Specialist**

QUALIFICATIONS:
1. Associate's degree in technical field or equivalent training and/or experience.
2. One year of technology related work experience.
3. Valid North Carolina driver's license

REPORTS TO: Client Services Supervisor / Director of Technology

JOB GOAL: Responsible for developing, testing, and modifying applications, operating systems, or other business software; perform modifications, testing, and debugging tasks on vendor-supplied software packages to best suit operating environment; maintain necessary design and testing documentation.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to schools and technology.

2. Provide training for technical and non-technical staff on implementation of new information systems and procedures.

3. Advise and coordinate all software installations and patch management on all NHCS device platforms.

4. Maintain knowledge and skill as required to stay current with emerging technology.

5. Provide insight on the use and implementation of new software systems and technologies.

6. Analyze computer systems to include assessing end-user software needs and determining software specific specifications.

7. Support computer systems with appropriate applications by creating, testing, implementing, and modifying programs as necessary.

8. Working knowledge of software to facilitate the configuration / manipulation for both pre and post installation.

9. Conduct software application assessments for compatibility, application packaging, customization and deployment for district software to meet NHCS standards. Provide ongoing maintenance for applications and upgrade district software packages

10. Perform related duties and responsibilities as requested by the Director of Technology and/or Client Services Engineer.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve-month work year/ At Will/ FLSA Non-Exempt

Starting Salary and/or Grade: Grade 73

Evaluation: Performance of this job will be evaluated in accordance with the provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrate a strong functional knowledge of principles of computer hardware and modern operating systems; Microsoft Systems Center Configuration Manager, Microsoft Active Directory/Entra, iOS, macOS, and Windows Operating systems.
- Ability to troubleshoot computer problems determining hardware/software related issues.
- Ability to communicate technical issues to non-technical staff while displaying effective interpersonal skills.
- Demonstrate functional knowledge of general programs, policies, and practices used in educational organizations.
- Ability to effectively administer, simultaneously, a variety of projects/activities.
- Ability to analyze problems, identify alternative solutions, project consequences or proposed actions and implement recommendations in support of goals.
- Ability to coordinate and plan to meet deadlines, accomplish specific tasks, or meet specific standards; provide technical and analytical support to a diversity of internal and external individuals/groups.
- Demonstrate a strong fundamental programming language knowledge
- Skill in analyzing end-user program needs
- Ability to research computer / program topics via the internet and other online sources.
- Ability to lift up to 50 pounds.