Information and Technology Systems and Services Engineer

I. Qualifications:

1. An undergraduate degree in computer science/related field of study or an equivalent combination of education and experience.
2. Thorough understanding of a wide range of hardware, software, and network topologies and systems.
3. Demonstrated ability to properly prioritize numerous requests/projects and align the requestor's expectation with the IT department's resources.
4. Substantial experience in working with students and educators in the technology field.
5. Experience operating Cisco, Windows, VMware, ChromeOS, Azure, and Google environments.
6. Experience in the maintenance and troubleshooting of voice, data, communication, and video networks.
7. Demonstrated organizational skills and the ability to work independently, efficiently, and effectively under flexible scheduling and, at times, emergency conditions, including demanding time constraints.
8. Valid driver's license and the use of a personal automobile.
9. Minimum three years' experience as a computer support technician, preferably in a K-12 environment.
10. Ability to lift technology equipment as needed to perform the function of the job.
11. Ability to communicate effectively with others, work cooperatively with others, and accept direction from supervisors and administration.
12. Certifications and/or training that support district technology services preferred.
13. Advanced knowledge of switches, routers, firewalls, routing concepts, servers, wireless, VoIP, and digital security.
14. Demonstrated ability to troubleshoot a wide variety of technology systems.
15. After-hours availability and occasional work outside of contracted hours required.
16. Such other qualifications of academic, professional, and personal excellence as the Sayreville Board of Education may specify.

II. Primary Function:

Provide the technical skills necessary for the operation of the Technology Services Department to ensure the integration, installation, and maintenance of computer technology, LANs and WANs, communication systems, and other technology systems for the district.

II. Reports To: Supervisor of Technology Services and Director of Technology Operations and Digital Security

III. Supervises: Functional supervision may be exercised over management, technical and professional support staff.

IV. Term of Contract: 12 months
V. Compensation: Salary as determined by The Board of Education

VI. <u>Major Duties and Responsibilities</u>:
1. Operate and maintain the district communications and video conferencing systems, including video endpoints, radios and radio networks, public address systems, and telephone networks and systems.
2. Operate and maintain the district network infrastructure.
3. Operate and maintain the district server infrastructure.
4. Operate and maintain the district mobile device management system.
5. Operate and maintain district software systems and services.
6. Operate and maintain the district email system.
7. Create, maintain, and secure district user accounts to technology systems.
8. Operate and maintain effective system and data backup procedures.
9. Operate and maintain district operating system images.
10. Assist in the implementation of the district technology plan.
11. Assist in the implementation of the district cyber security, data breach, risk mitigation, disaster recovery, and cyber incident response plans.
12. Provide for the integration, installation, and maintenance of computer technology, LANs and WANs, and communication systems for the district.
13. Participate in the development, implementation, installation, and maintenance of technology systems to maintain and produce required information to the district.
14. Assist in the activities necessary to ensure the procurement of computer hardware and software to ensure that the technology requirements of the district are met.
15. Remain current with technology by attending conferences and reading journals and other publications.
16. Assist in maintaining software and hardware inventories, licensing, warranties, purchasing, support partnerships, and shared services.
17. Make recommendations for changes and upgrades in the area of technology.
18. Work with vendors for the implementation of new technology and services, as well as the maintenance of existing technology and services.
19. Participate in the technology department's support services and resolve escalated issues, if necessary.
20. Provide help desk support when needed to supplement technology support services at the building level.
21. Assist in the development of district-wide and building level technology projects and improvements.
22. Follow district policies and procedures relative to the use of public funds and property.
23. Maintain consistent lines of communication with the Supervisor of Technology Services and the Director of Technology, making them aware of existing and potential problems.
24. Assist staff to diagnose and solve computer equipment problems.
25. Manage account, software, and technology system security and integrity.
26. Provide training to other technology department members on technology systems.
27. Develop training documentation for district technology users.
28. Provide assistance to the district webmaster and web assistants as needed.

29. Display ethical and professional behavior in working with students, parents, school personnel, and outside agencies associated with the school.
30. Protect confidentiality of records and information about staff and students.
31. Maximize district technology performance by enforcing policies, monitoring systems, troubleshooting technology problems, and performing upgrades.
32. Ensure maximum uptime of all district technology systems and remediate any system or service outages.
33. Performs other duties which may be within the scope of his/her employment and certification(s) as may be assigned by the Superintendent of Schools.

VII. <u>Evaluated by:</u>

Supervisor of Technology Services and/or Director of Technology Operations and Digital Security in accordance with the Board of Education's policies and procedures on evaluation of administrative personnel.

VIII. Date of Approval/Adoption by Sayreville Board of Education: