

SCHOOL DISTRICT OF BAKER COUNTY

JOB DESCRIPTION

SYSTEM SUPPORT SPECIALIST

QUALIFICATIONS:

- (1) High School Diploma or equivalent.
- (2) Possess a valid Florida Drivers License.
- (3) Technical training or experience in computer repair required.

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to effectively use problem-solving skills. Ability to identify important issues or problems in area of responsibility. Analytical skills to review information and formulate alternative solutions to problems. Ability to remain current in new technologies as they relate to program development. Knowledge of software and networking applications. Knowledge of installation of computer hardware and software. Ability to evaluate the hardware and software needs of users. Must have a general understanding of TCP/IP (Transmission Control Protocol/Internet Protocol), client/server, and networking technology.

REPORTS TO:

Executive Director of Support Services

JOB GOAL

To provide technical assistance for the installation, maintenance, configuration and troubleshooting of all IT, Security/Safety systems and related software (listed below) both at the district and school level.

(Computers, Peripherals, VOIP, IP intercom systems, Door entry/Access control systems, Video surveillance systems, Content filter, Wireless, Cisco Network switches, Network monitoring tools and servers in a virtualized environment, Panic/Alert Systems)

SUPERVISES: N/A

PERFORMANCE RESPONSIBILITIES:

- *(1) Ensure all safety, security, and networking systems are operational at all times.
- *(2) Install and maintain all IT, Security/Safety systems, cabling, devices, and related software.
- (3) Comply with District property record procedures.
- *(4) Provide training and support for district IT equipment and peripherals.
- (5) Assist in the in-service training of staff in the area of computer technology.
- *(6) Maintain up-to-date hardware and software inventory.
- (7) Advise schools on hardware and software purchases.
- (8) Participate in School/District Technology meetings.
- (9) Use effective, positive, interpersonal communication skills.
- *(10) Perform other tasks consistent with the goals and objectives of this position.

70.01

SYSTEM SUPPORT SPECIALIST (Continued)

PHYSICAL REQUIREMENTS:

Medium Work. Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently as needed to move objects.

TERMS OF EMPLOYMENT:

240 days

EVALUATIONS:

Performance evaluated annually by Executive Director of Support Services in accordance with the Baker County District School Board's policies on the evaluation of instructional personnel.

*Essential Performance Responsibilities

Job Description Supplement Code 8