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Cheney Public Schools
12414 S Andrus Road
Cheney, WA 99004
(509) 559-4599

CLASSIFICATION:	Technology	LOCATION:	Technology Services
REPORTING RELATIONSHIPS:	Position is supervised and evaluated by the department director.	COMPENSATION:	Placement on the PSEC Salary Schedule
REPRESENTATION:	Public School Employees of Cheney (PSEC) a local chapter of Public School Employees Union (PSE) SEIU Local 1948		

POSITION: Technology IV – IT Systems Support Specialist

GENERAL DESCRIPTION

The IT Systems Support Specialist is experienced in working in a fast-paced environment demanding strong technical skills. This position requires a highly-qualified, detail-oriented candidate, who is resourceful in completing and documenting projects; who utilizes previous skills, knowledge, training, and experience to enhance the productivity of the technology department and the district.

This role is responsible for planning, developing, installing, configuring, and maintaining school district hardware, software, and any related infrastructure. This includes the creation of all plans for ensuring functionality, data consistency, security, and usability of systems aligned with the district’s priorities. The IT Systems Support Specialist is responsible for diagnosing and resolving performance issues to ensure optimal performance and reliability. They will also be accountable for planning updates and maintenance of hardware and software resources to mitigate limitations and combat obsolescence.

This job is distinguished from similar jobs by the following characteristics: this position is responsible for the district’s systems and the interconnectivity between them.

ESSENTIAL FUNCTIONS

An employee hired for this assignment may perform all or some of the responsibilities defined below:

- Researches and recommends server hardware and software; assists in installing, designing, configuring, and maintaining system hardware and software; analyzes and troubleshoots the event logs and tracks the nature and resolution of problems.
- Monitors usage to ensure the security of data and access privileges; installs, supports, and maintains both physical and virtual servers and appliances.
- Installs, maintains and troubleshoots the Storage Area Network (SAN); establishes and maintains user accounts, profiles, file sharing, access privileges, and security.
- Performs and ensures server backups.
- Researches, analyzes, monitors, troubleshoots, and resolves server problems.
- Develops, maintains and implements server support, as well as archiving procedures for business documents.
- Researches and evaluates new technologies related to computers and servers; assists in planning, coordinating, and consulting with vendors and clients for hardware/software purchases, product services, and support.
- Recommends and specifies the purchase of related products and services; keeps current regarding new hardware/software products for system enhancements.
- Assists and provides support to the directors and other technology staff as requested including performing scheduled system tasks, updating anti-virus definition files, monitoring servers, and providing internet and intranet user support, and specialized training.
- Installation and troubleshooting of computer hardware, applications, operating systems software, and telecommunication systems.
- Recommends and implements district-wide technology disaster recovery plans, backup strategies, and security plans for all major software applications.
- Coordinates and carries out the management and maintenance of web, email, scheduling, data, and file services, and the district servers on which these services are installed.
- Participates as a team member in the development and implementation of IT standards for hardware, software, and peripherals.
- Participates as a team member in the development and implementation of procurement procedures for computing equipment and software.

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- Helps maintain inventory of hardware and software.
- Performs other duties and responsibilities as assigned by the Technology Director(s).

Each of the positions in the Technology Services Department serves as one unit of the whole team, and as such, is subject to assist or is assigned to tasks in other trades within the classification.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: the following Infrastructure components: Telephony (FreePBX), Servers (VMware), Networks (Juniper), Backups (Veeam), Data Governance (OneSync), Application Integration (Clever), Cloud Hosted Applications (Google Workspace); administration and use of Windows; monitoring tools and client management tools; patching methodologies and the ability to create new methodologies; mobile devices and device administration; local and wide area networks (LAN/WAN), internet, e-mail systems, telecommunications, and data communications; standard operating systems, software packages, and software utilities; proper records maintenance and storage for local and distributed environments; general network troubleshooting in a switched environment; K-12 education structure of Washington State

Ability to: install, maintain, and troubleshoot Microsoft Windows Servers and desktop/laptop computers; VMware, and online hosted applications, support applications and systems including Hardware and Software, research and recommend improvements to the organizations hardware, software and infrastructure, create and maintain technical documentation.

MENTAL DEMANDS

- Required to deal with a wide range of behaviors and needs in a positive and service-oriented manner
- May experience shifts in work schedule and/or work site according to district needs
- Sustain mental awareness while also maintaining attention to details and safety requirements
- May occasionally deal with distraught or difficult people

PHYSICAL DEMANDS

- Ability to repeatedly lift and carry up to 75 pounds
- Extended exposure to subzero conditions moving, organizing, lifting, and stacking
- Sit and/or stand for extended periods of time
- Amount of sitting, standing and walking may vary depending on projects/tasks. Generally, the job requires 30% sitting, 30% walking, 20% lifting, and 20% carrying.
- The usual and customary methods of performing the job's functions require the following physical demands: the employee frequently will stand and walk and use hands for repetitive grasping and significant fine finger dexterity, often assembling very small objects. The employee is frequently required to sit, bend at neck and back, twist body, use hands to push/pull and lift/carry, squat, kneel, stoop, crouch, knee stand, crawl, climb stairs or ladders, climb in/out of box truck, reach overhead, and lift overhead.

REQUIRED QUALIFICATIONS

- Must have a high school diploma or equivalent
- Bachelor's Degree in Computer Science, Information Engineering, or other related areas
 - Combination of education, training and experience that demonstrates the ability to perform duties comparable to those listed herein may be considered in lieu of a Bachelor's Degree
- 3 years of proven experience in all areas of server management and administration including system configuration, setup, troubleshooting, planning, designing, implementation, and user support; experience installing and supporting Microsoft and Google platforms
- Preferred certifications; CompTIA Server+, CompTIA Network+, Google Workspace Certification, Incident IQ Certification
- Must have and maintain a valid Washington State Driver's License
- Ability and willingness to travel on work assignments

TERMS OF EMPLOYMENT

- Technology Classification on Public School Employees of Cheney Salary Schedule
- Year-round position; 8 hours per day

CLEARANCES

WSP/FBI criminal history background clearance

EVALUATION

The employee shall be evaluated per the terms of the Public School Employees (PSE) Collective Bargaining Agreement by the building principal, department director, or designee. The process shall include an evaluation of the employee's performance of the above Duties and Responsibilities and Knowledge, Skills and Abilities.

CONTINUING EDUCATION/TRAINING

- Must complete school safety training within thirty (30) calendar days from hire date and annually thereafter
- Attend designated trainings as specified by supervisor and/or department director in order to maintain knowledge/skills
- Submit current/renewed licenses to Human Resources upon attaining

HISTORY

Job description created: June 2024

Cheney Public Schools does not discriminate in any programs or activities on the basis of sex, race, creed, religion, color, national origin, age, veteran or military status, sexual orientation, gender expression or identity, economic status, pregnancy, familial status, marital status, disability, or the use of a trained guide dog or service animal, and provides equal access to the Boy Scouts and other designated youth groups. The following employees have been designated to handle questions: Title IX/Chapter 28A.640 Officer/Civil Rights Compliance Coordinator/ADA Coordinator - Tom Arlt, Assistant Superintendent, Cheney School District, 12414 S. Andrus Rd. Cheney, WA 99004 Phone: (509) 559-4550; Section 504 Coordinator - Franklin Day, Director of Student Support Services, Cheney School District, 12414 S. Andrus Rd., Cheney, WA 99004 Phone: (509) 559-4507.

EQUAL OPPORTUNITY EMPLOYER