

Senior Technology Specialist

DEPARTMENT:	Technology	REPORTS TO:	Director of Technology
WORK SCHEDULE:	12 months	COMPENSATION:	Support Staff Salary Schedule
FULL/PART TIME:	Full Time	FLSA STATUS:	Non-Exempt

Position Description

The Senior Technology Specialist supports the district's technology department, school-based technology specialists, students, and staff by providing technical support for computer hardware and software, phones, peripheral equipment, and network switches to ensure that users can effectively operate systems on a continuous basis.

Task Title	Essential Job Functions	Percent of Time Spent
Technology Support Services	<ul style="list-style-type: none"> ● Provide technical support to students and staff, including diagnosing hardware and software issues, updating operating systems, resolving connectivity issues, and other technical problems. ● Provide troubleshooting support and training tier 1 technology specialists ● Perform preventative maintenance, upgrades, and minor repairs to computers and equipment. ● Create and manage user profiles. ● Install equipment and software. ● Create and update technical documentation, including user guides and system manuals. ● Provide training to students, staff, and stakeholders on new technologies and tools. 	55%
Software Implementation	<ul style="list-style-type: none"> ● Collaborate with teams to plan, implement, and manage IT projects such as system migrations, software rollouts, and infrastructure upgrades. ● Assist with major technology projects and rollouts (MFA, phone installs, device updates, etc.) 	30%
Vendor and Stakeholder Engagement	<ul style="list-style-type: none"> ● Identify and advocate for student and staff needs in classroom environments to district technology department. ● Collaborate with technology vendors to identify solutions for complex problems. ● Identify technology solutions that align with district stakeholder needs. 	15%
Other	<ul style="list-style-type: none"> ● Other duties as assigned. 	

The intent of this job description is to provide a representative description of the types of duties and responsibilities required for this position. Employees may be asked to perform other job-related duties as assigned.

Supervisory Responsibilities

Supervisory Responsibility: N/A, not responsible for supervising employees

- **Supervisory Activities:** Developing or training school-based technology specialists
- **Budget Signing Authority:** No budget signing authority.
- **Decision-making Authority:** Decisions impact a small team or program

Qualifications

Required

- **Education and Related Work Experience:** The following combinations meet the minimum requirements:
 - Two years of college/associate degree in information technology or a related field and 4 years of work experience troubleshooting computer hardware and software issues.
 - High school diploma/GED and 6 years of work experience troubleshooting computer hardware and software issues.

Preferred

- Experience and knowledge of technologies in an educational setting, such as interactive instructional displays
- **Certificates, Certifications, or Other Training:** Apple certified technician certification

Knowledge & Skills

Knowledge

- **Basic:**
 - Accounting: Accounting principles, practices, and the analysis and reporting of financial data.
 - Machines/Tools: Machines and tools, including their uses, repair, and maintenance.
 - Law/Government: Relevant local, state, and national laws and government regulations including KSD Board of Education policy
- **Intermediate:**
 - Administrative: Administrative and office procedures, functions, and basic office tasks.
 - Education/Training: Principles and methods for curriculum and training design, teaching, and instruction, and measuring training effects.
- **Advanced**
 - Safety/Security: Equipment, policies, and procedures for the protection of people, data, property, and the organization.
- **Expert:**
 - Computers/IT: Electronic equipment, and computer hardware and software, including applications and programming.
 - Customer and Personal Service: Principles and processes for providing customer and personal service.

Skills

- **Constantly (More than 5.6 hours or 69% of the day):** Reading Comprehension, Active Learning, Critical Thinking, Time Management, Service Orientation, Judgement/Decision Making, Systems Analysis, Systems Evaluation, Troubleshooting
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Speaking, Writing, Active Listening, Monitoring, Management of Material Resources, Coordination, Instructing, Social Perceptiveness, Complex Problem Solving, Equipment Maintenance, Equipment Selection, Installation, Operation and Control, Programming, Technology Design
- **Occasionally (Up to 2.5 hours or 32% of the day):** Mathematics, Learning Strategies, Repairing, Operation and Control, Operations Analysis, Quality Control Analysis
- **Rarely (Less than 1 hour or 12% of the day):** Science, Negotiation, Persuasion, Operations Monitoring

Work Environment and Physical Demands

Physical Activities/Sensory Abilities

- **Constantly (more than 5.6 hours or 69% of the day):** Hearing
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Sitting, Standing, Walking, Repetitive Motion
- **Occasionally (Up to 2.5 hours or 32% of the day):** Crouching/Kneeling, Carrying/Lifting, Climbing, Finger Dexterity, Multi-Limb Coordination, Pulling/Pushing, Reaching, Color Vision
- **Rarely (Less than 1 hour or 12% of the day):** Crawling

Mental and Psychological Demands:

- *Medium demands:* The job requires some mental effort and involves moderate levels of stress (e.g., Occasional need to deal with difficult customers or manage emotions when interacting with others, sometimes work under tight deadlines, limited or no exposure to public criticism, occasionally requires extended periods of concentration on complex tasks).

Work Type/Physical Demands

- *Medium work:* Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Working Environment

- *Everyday risk and discomfort level:* The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, residences, or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals. The work area is adequately lighted, heated, and ventilated.

EEO Statement

Kirkwood School District is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, age, disability, or sex, including pregnancy, sexual orientation, and gender identity and other characteristics protected by law.

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