



*For our children, our community, our world, our future*

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

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

**POSITION:** Technology III – IT Support Specialist

### GENERAL DESCRIPTION

The IT Support Specialist is experienced in working in a fast-paced environment demanding strong technical skills. This position requires a 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 installing, troubleshooting, and maintaining school district hardware, software, and any related infrastructure. The IT Support Specialist is responsible for diagnosing and resolving technical issues to ensure optimal performance and reliability.

### ESSENTIAL FUNCTIONS

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

- Install and troubleshoot computer hardware, applications, programs, updates, operating systems software, and telecommunication systems
- Troubleshoot and maintain network connectivity, both wired and wireless
- Perform limited Active Directory functions (User accounts, IP reservations, etc.)
- Assist and facilitate the installation of new software packages and re-imaging
- Provide technical assistance in the use and operation of district technology and approved software to students and staff members
- Maintain assigned vehicle in clean and ready condition
- Respond to e-mail and voicemails in a timely fashion; monitor, generate and respond to work orders; maintain appropriate documentation
- Support in the coordination and maintenance of web, email, scheduling, data, and file services, and the district servers on which these services are installed
- Participate as a team member in the development and implementation of IT standards for hardware, software, and peripherals
- Participate as a team member in the development and implementation of procurement procedures for computing equipment and software
- Help maintain inventory of hardware and software
- Perform 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; compile and maintain accurate and complete records and reports with specific attention to detail; work independently, rapidly, and with a high degree of accuracy; prioritize and manage time effectively in an environment with frequent interruptions; handle confidential matters in an ethical manner; maintain good rapport with students, staff, and the public; communicate with staff and the public in a professional manner both orally and in writing; learn complex technical material, new technologies and procedures, including, but not limited to, AI tools, and adapt to a rapidly changing environment while under pressure; analyze situations to define issues, draw conclusions, and provide solutions; be dependable and flexible, including flexibility to work beyond the regular workday when required; work collaboratively in a team environment

#### **MENTAL DEMANDS**

- Required to work independently, often under stressful conditions with frequent interruptions
- 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 50 pounds
- Ability to occasionally lift and carry up to 75 pounds
- 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
- Two or more years successful college or trade school education in areas such as computer science, computer information systems, networking, or other related fields AND two years professional work experience working with LANs, WANs, etc.
  - Combination of education, training and experience that demonstrates the ability to perform duties comparable to those listed herein may be considered in lieu of formal education
- Preferred certifications; CompTIA Server+, CompTIA Network+, Google Workspace Certification, Incident IQ Certification
- Willingness to participate in ongoing training to maintain current knowledge in the field
- 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 and format updated: January 2025

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