



WALL TOWNSHIP PUBLIC SCHOOLS

Title: Technology Operations Specialist

Qualifications:

1. Bachelor's degree in Computer Science, Information Technology, or related field; equivalent combination of education and experience may be considered
2. Minimum of 5 years experience in educational/enterprise technology systems management and infrastructure
3. Strong background in network infrastructure management, including switching, routing, and wireless technologies
4. Demonstrated experience with server administration and virtualization platforms such as VMware, ScaleComputing, or other solution(s)
5. Experience with physical security systems and access control management
6. Experience with integration devices connecting analog and digital devices
7. Proven expertise in VoIP and telecommunications systems
8. Experience with backup systems, disaster recovery, and business continuity
9. Strong understanding of cybersecurity best practices and compliance requirements for educational institutions
10. Industry certifications preferred (such as CompTIA, Aruba, Google, Microsoft, or other vendor specific certifications)
11. Experience in K-12 education technology environment preferred
12. Must be able to regularly lift and move objects weighing up to 50 pounds.

Reports to:

1. Director of Information and Technology Integration

Job Goal: To ensure the efficient and reliable operation of all district technology systems and infrastructure by implementing, maintaining, and optimizing technical solutions that support the educational mission of the district. This position serves as a key technical leader responsible for maintaining a secure, stable, and innovative technology environment that enables effective teaching, learning, and administrative operations throughout the district.

Performance Responsibilities:

1. Oversee and maintain all aspects of district network infrastructure, including LAN/WAN configuration, wireless systems, and internet connectivity
2. Manage and maintain server infrastructure, including physical and virtual environments, ensuring optimal performance and reliability
3. Administer district-wide access control systems, security cameras, and related safety technologies
4. Configure and maintain VoIP phone systems and related telecommunications infrastructure
5. Implement and maintain backup and disaster recovery solutions for critical systems



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6. Manage and monitor network security systems, including firewalls, content filtering, and threat detection
7. Coordinate with vendors and service providers for technology implementations and support
8. Provide technical leadership for district-wide technology initiatives and projects
9. Develop and maintain documentation for all systems and infrastructure
10. Monitor system performance and capacity, making recommendations for upgrades and improvements
11. Assist in technology budget planning and resource allocation
12. Provide escalation support for technical issues that cannot be resolved by first-level support staff
13. Manage district-wide software deployment and updates
14. Coordinate and oversee equipment lifecycle management, including procurement and disposal
15. Maintain inventory of critical infrastructure components and licensing
16. Maintain availability for emergency technical support and critical system issues outside of regular business hours as needed
17. Develop and maintain standard operating procedures for technical operations
18. Ensure compliance with security policies and regulatory requirements
19. Provide guidance and mentoring to technical support staff
20. Stay current with emerging technologies and make recommendations for improving district technology systems
21. Manage and prioritize technology support tickets, coordinate assistance, and deliver advanced tier support as needed
22. Perform additional duties as assigned to support organizational goals and objectives

Terms of Employment:

12-month position; Salary-Non-Represented

Evaluation:

Performance of this position will be evaluated annually in accordance with the provisions of the Board's policy on evaluation of non-certificated, non-represented personnel.

Approved: April 29, 2025