

**Memorandum of Understanding
between
Mercer Island Education Association, Classified (“MIEA”)
and
Mercer Island School District (“District”)
Regarding**

High School Technology Specialist Position

The purpose of this Memorandum of Understanding (MOU) is to establish a new classified MIEA position titled “High School Technology Specialist.”

The introduction of laptops to replace iPads in the high school setting has significantly increased the complexity and volume of technology-related tasks. This change necessitates the creation of a specialized role to address the unique requirements at the high school level, which are distinct from those at middle and elementary schools. The attached job description reflects the job duties of a High School Technology Specialist.

The contractual details of this new position are as follows:

Position Title:	Technology Specialist, High School
Position:	Position 8
Starting Salary:	\$37.91 per hour

This MOU will be integrated into the broader collective bargaining agreement when next open and is, upon execution, subject to all terms and conditions therein.

The parties mutually agree that, for the 2025–26 school year, the High School Technology Specialist positions shall be posted and made available to all current Technology Specialists within the District.

Dr. Frederick D. Rundle 05/01/2025

Dr. Fred Rundle Date
Superintendent

 04/29/2025

Sally Loeser Date
MIEA President

Mercer Island School District
Technology Specialist - High School

Purpose:

Enables curriculum support through the use of technology by implementing, maintaining, and troubleshooting computer systems, network systems, and related audio/visual equipment. Provides end-user technology support in a complex network environment. Responsible for maintenance, troubleshooting, diagnosis, and repair of computer hardware, operating systems, devices, and software as part of a technical support team.

Essential Functions:

- Deploys, updates and maintains district-owned desktops, laptops, tablets, smart TVs, printers, copiers and interactive panels.
- Supports classroom instruction with technology hardware, software and digital services
- Supports school administration with technology hardware and software
- Provides Tier 1 and Tier 2 Troubleshooting for technology problems (hardware, software, networks, etc.)
- Support student Bring Your Own Device (BYOD) environment with access to wireless network and basic troubleshooting.
- Collaborates directly with building techs, district A/V tech, district based technology staff and instructional technology coaches regularly to support technology.
- Provides customer service to staff and students through onsite drop-ins, support ticketing system and direct messages.
- Provides hardware troubleshooting and manages repairs through a third party.
- Completes hardware installation and minor repairs onsite.
- Supports a wide range of extracurricular activities, outside presenters and school based events with audio/video and technology needs.
- Assists with onboarding new staff and students at the start and mid-school year.
- Supports Administration of Digital Testing environments (PSAT, SBA, WIDA, ASVAB, AP Testing, etc...)
- Maintains cybersecurity and IT policies with a diverse population of students and staff.
- Supports user account creation and management in Active Directory, Azure, Google Apps for Education, Learning Management Solution and Curriculum Applications.
- Provides primary support for 1:1 student laptop program, including imaging and deployment through InTune Management System.
- Implements district software and cybersecurity standards including supporting client based EDR\Malware applications and content filtering.
- Maintains and cleans all technology equipment.
- Research and stay current with technology trends to best meet the district's current and future needs.

- Maintains hardware inventory and software licenses.
- Serves on committees relating to technology as requested.
- Provide opportunities for students to lead
- Performs additional duties consistent with the purpose of the role

Supervisory Responsibilities

Supervises student assistants.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience

Associates Degree

3-5 years of work experience in technology, with a focus on computer systems support and support for Microsoft Windows platforms specifically.

Skills and Abilities

- Ability to multitask effectively in a high paced environment with evolving and changing needs.
- Ability to develop relationships and connections with a diverse population of staff, students, public and administration.
- Ability to manage time and prioritize a diverse set of tasks effectively with little supervision.
- Ability to learn and adapt to new technology and solutions quickly. Possesses strong aptitude for supporting technology and able to learn independently.
- Ability to perform the job under severe time constraints and pressure. Possesses strong analytical skills, excellent research skills and troubleshooting skills. Ability to work as a team member, and coordinate with other technology staff members.
- Ability to perform duties in accordance with all district and State requirements
- and policies.
- Ability to anticipate and plan for a variety of seasonal based projects (Ex. staff onboarding\changes, state\classroom assessments, inventory, prepping building for breaks\leaves)

Knowledge and experience with:

- Multiple operating systems (Ex. Windows 10/11, Mac OS X, iOS, Android)
- Mobile device management (JAMF, InTune, Destiny, Snipe-It)
- Interactive Panel management (Promethean, Radix)
- Copier/Printer management (Canon, HP, Printopia, PrinterLogic)
- TCP/IP network troubleshooting
- Cabling standards
- Wireless networks
- Google Workspace
- Microsoft Office 365
- Hardware repair and installation
- Software installation and standardization
- Troubleshooting above listed areas

Language Skills

Ability to read, analyze and interpret scientific and technical journals, financial reports and legal documents. Ability to write reports, business correspondence and procedure manuals. Ability to present information in one-on-one and small group situations to customers, clients, other employees, and/or students. Ability to effectively present information and respond to questions from groups of administrators, managers, staff, clients, customers, and/or the general public.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee frequently works inside, is exposed to VDTs or CRTs, is exposed to infection (germs, bacteria, viruses).

Employee must meet deadlines with severe time constraints. While performing the duties of this job, the employee occasionally, but essentially, works outside, walks on slippery surfaces, works in confined spaces or cramped body positions. The employee may occasionally work in loud noise areas, be exposed to gases, fumes, sprays, or work irregular or extended hours.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is frequently required to walk, stand, bend or twist at the trunk, stoop/squat/kneel, reach above the head, reach forward, repeat the same hand, arm, or finger motion many times, type non-stop, have manual and finger dexterity, push items on wheels over carpeted floor, blacktop/paved road, tiled floor, concrete or other rough outdoor surfaces. Occasionally, but essentially, the employee must be able to sit, have hand/grip strength, lift up to 50 pounds floor to waist (occasionally loads over 50 pounds can be reduced to smaller loads), lift up to 25 pounds waist to shoulder, lift up to 25 pounds shoulder to overhead, push/pull over 90 pounds on wheels (such as AV cart, portable computer lab cart), carry 26 to 50 pounds (such as computers, printers) up to 150 feet. The employee may occasionally bend or twist at the neck more than the average person, climb (on ladders, etc), lift over 76 pounds floor to waist, carry 51 to 75 pounds. Specific vision and hearing required by this job include seeing close work such as typed or handwritten material and good depth perception.

Pay and Classification

Category 13, Position 8 – Starting Salary of \$37.91 per the Classified Collective Bargaining Agreement


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Final Audit Report

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