



# MONONA GROVE

## SCHOOL DISTRICT

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5301 Monona Drive, Monona, WI 53716 P: 608-221-7660 F: 608-221-7688

### Position Description

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|-------------------------------|-------------------------------|
| <b>Position Title:</b>        | Technology Systems Specialist |
| <b>Department / Location:</b> | IT / District                 |
| <b>Reports to:</b>            | Technology Coordinator        |
| <b>Employees Supervised:</b>  | None                          |
| <b>Classification:</b>        | 12-month                      |
| <b>Status:</b>                | Non-exempt                    |
| <b>Created / Revised:</b>     | May 2025                      |
| <b>Board Approved:</b>        | N/A                           |

### **Position Summary**

Under the general supervision of the Technology Coordinator, the Technology Systems Specialist has the primary responsibilities outlined below.

### **Essential Functions and Responsibilities**

This position description is not intended to be an exhaustive list of all duties, knowledge or skills associated with this position, but is intended to accurately reflect the essential job elements. Any combination of the job functions shown below may be performed. Employees holding this position will be required to perform any other job-related duties as requested. All requirements are subject to possible modification to accommodate individuals with a disability reasonably.

#### **1. Design, monitor, and maintain the District's 1-to-1 technology program**

- a. Administer systems and servers related to district network, server maintenance, antivirus system, security, and district email system
- b. Administer JAMF Pro for Apple Mobile Device Management (MDM), SCCM/active directory for PCs, and Google Admin for chromebooks
- c. Create and maintain macOS packages
- d. Maintain Apple Device Enrollment Program (DEP), Volume Purchase Program (VPP), and Apple School Manager (ASM)
- e. Manage JAMF Connect macOS SSO platform
- f. Deploy and monitor JAMF Protect EDR solution
- g. Apply iPadOS, macOS, and 3rd-party software patches and security updates
- h. Maintain IP phone system and Inventory Software.
- i. Stage, provision, and enroll new staff and student devices

- j. Document all settings and procedures related to endpoints and technology system configurations, user guides including “how to” and frequently asked questions documents, and other IT functions as needed.
- 2. Identity and Access Management**
    - a. Create Active Directory, Entra ID, and Google accounts for new staff and students
    - b. Work closely with Human Resources to remove access for withdrawn students and resigned staff
    - c. Periodically audit Active Directory, Entra ID, and Google directories to ensure appropriate access levels and permissions
    - d. Manage security groups across all user account directories
    - e. Maintain and support multi-factor authentication troubleshooting on district systems and portals
  - 3. Google Workspace Administration**
    - a. Configure Google Workspace for staff and student use
    - b. Maintain appropriate settings for apps and extensions for Chrome browsers and Chrome devices
    - c. Work with the Technology Coordinator to ensure appropriate, modern, and secure email security settings
    - d. Oversee Chromebook enrollment and inventory along with L-1 techs
  - 4. Security Cameras**
    - a. Assist technology coordinator and district administrative staff with investigations and security camera footage review
    - b. Work cooperatively with our security camera vendors to ensure system uptime, reliable image capture, and appropriate system settings
    - c. Work with the Technology Coordinator to coordinate new and replacement camera installation and return-to-service for down cameras
  - 5. Web Content Filter Administration**
    - a. Implement and maintain web filtering for student devices
    - b. Update web filtering software on student devices
    - c. Ensure web filtering policies are compliant with CIPA and other applicable laws
    - d. Manage exceptions to ensure curricular resources are accessible and functional
  - 6. Primary district-wide support escalation contact**
    - a. Provide level 2 support escalation resources to district staff and students across all district hardware and software platforms
    - b. Provide training and knowledge transfer to L1 tech staff to be able to better assist with supporting district hardware and software platforms
    - c. Prepare process documentation for tech department cross-training as well as staff and student self-service resources
    - d. Liaise with vendor and 3rd party support to attain resolution for technology helpdesk issues
    - e. Provide input, as needed, for school technology planning and network operations.
    - f. Assist the Technology Coordinator in the purchase and procurement of technology, equipment, software, and services as needed.

### **Knowledge, Skills and Abilities**

1. Focus on the success of students and staff within the district
2. Ability to explain complicated concepts and processes clearly
3. Willingness to learn and become fluent in a wide variety of current and emerging technologies.
4. Highly organized with ability to effectively manage time.
5. Ability to work collaboratively and effectively with staff, contractors, vendors, students, parents, Board members, and the public.

6. Ability to maintain confidentiality of all district and student information.
7. Ability to travel amongst district buildings
8. Take initiative, work independently, and assume responsibility for routine decisions in the absence of an immediate supervisor within established boundaries

### **Working Conditions**

1. Indoor office environment.
2. Continuous contact with staff and students.
3. Work involves frequent disruptions of daily schedule.
4. Travel to and from district locations and occasionally vendor locations, tradeshow, conferences, etc.

### **Physical Requirements**

1. Must be able to sit or stand for prolonged periods, up to 6 hours in an eight- hour day.
2. Must be able to perform light physical work, frequently lifting up to 10 pounds and occasionally lifting up to 30 pounds without assistance in an indoor setting.
3. Must be able to communicate effectively on the telephone and in person to provide information and assistance.
4. Must be able to move throughout the building and from building to building.
5. Must be able to reach in all directions and bend/stoop to store and retrieve files, use telephone, calculator, computer and other office equipment.
6. Must have dexterity and hand/eye coordination necessary to operate computer keyboard, hand tools, test equipment and other office equipment such as fax machines, printers, etc.
7. Must have the ability to participate in numerous conversations throughout the day, both in person and over the telephone.
8. Must be able to complete job duties in an environment where background noise and frequent interruptions are the norm.
9. Must have the ability to maintain concentration and focus on tasks requiring timeliness and attention to detail.

### **Education and Experience**

1. Associate's degree in computer systems or related field, or equivalent experience required. Bachelor's degree preferred
2. Experience providing support in a helpdesk or desktop support role in an enterprise technology setting preferred.
3. Experience working with Microsoft Desktop/Server Operating Systems and Mac OS systems
4. Experience in an educational setting is preferred.
5. Experience developing, documenting, and implementing operational processes preferred.
6. Experience managing systems (ex, Google Administration, JAMF, etc.) preferred.

### **Licenses and Certifications**

1. Certifications such as CompTIA A+ and Network + and Microsoft Certified Professional preferred.

### **EEO Statement**

The MGSD does not discriminate on the basis of age, race, sex or sexual orientation, marital status, handicap, national origin, creed, arrest or conviction record, ancestry, member of military reserve, or any other reason prohibited by state or federal law.

### **Acknowledgement**

By signing this job description, I acknowledge that I have read and understand the duties, qualifications and requirements of the position. My signature further attests that I am able to perform the essential functions of this position with or without a reasonable accommodation. I understand that this job description does not represent a contract of employment and that the Monona Grove School District reserves the right to change duties, responsibilities or activities with or without notice.

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Employee Signature

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Date Signed

*Disclaimer: This position description is subject to change at any time.*