Technology Services Specialist II

Purpose Statement

The Technology Services Specialist plays a pivotal role in planning, implementing, and managing the district's technology infrastructure. This position encompasses the development and monitoring of secure networks, the resolution of technical issues, hardware and software maintenance, and the management of technology projects. The Technology Services Specialist oversees the deployment of both on-premise and cloud-based applications, ensuring system security and integrity. This role requires an individual who remains informed on emerging technologies, recommending solutions that directly support the district's strategic goals.

Essential Functions

- **Troubleshooting and Resolution:** Diagnoses and resolves malfunctions across networks, hardware, software applications, and telephone services to ensure operational efficiency.
- **Project Management:** Leads and contributes to technology-related projects, including planning, vendor coordination, budgeting, implementation, and post-project evaluation.
- **Hardware and Software Management:** Installs, configures, repairs, and maintains computer and network equipment, operating systems, and both on-premise and cloud-based software applications.
- **Security:** Implements and monitors security measures for district networks, data, and applications. This includes firewall administration, vulnerability scanning, incident response, and user security awareness training.
- **Vendor and Resource Coordination:** Collaborates with school site personnel, vendors, and contractors to ensure the seamless completion of projects and work orders.
- **Documentation and Inventory:** Maintains comprehensive technical documentation, including equipment inventories, service records, licenses, network diagrams, and security policies.
- **System Administration:** Configures, manages, and troubleshoots district servers, websites, email systems, network infrastructure (switches, routers, etc.), and related software applications.
- **User Support and Training:** Provides expert technical support to district personnel, including problem resolution, training on new applications, and best practices for technology use.
- **Research and Recommendations:** Evaluates emerging technologies, aligning potential solutions with the district's strategic goals and recommending appropriate investments.
- **Emergency Response:** Responds promptly to critical technology outages and security incidents, ensuring the rapid restoration of services.
- **Information Sharing and Collaboration:** Serves as a technical resource, sharing expertise to support the district's technology initiatives and staff development.
- **Support and Flexibility:** Assists other personnel as needed and attends meetings as assigned.
- **Other Duties:** Performs other related duties as assigned in keeping with the goals of the position.

Job Requirements & Skills

Skills

Skills are required to perform multiple, highly complex, technical tasks with a need to upgrade skills in order to meet changing job conditions. The ideal Technology Services Specialist possesses a strong technical foundation, with expertise in networking, hardware, operating systems, and both on-premise and cloud-based applications. They are adept at troubleshooting complex problems, analyzing root causes, and implementing efficient solutions. Additionally, they demonstrate strong project management skills, allowing them to plan and execute technology initiatives effectively. A focus on security is essential, including an understanding of cybersecurity threats and the ability to implement security measures. The ability to communicate clearly, both in writing and verbally, along with a willingness to learn and adapt to new technologies, are critical for success in this role.

Knowledge
Knowledge is required to perform complex technical tasks and stay current with rapidly changing technologies. The Technology Services Specialist must have a comprehensive knowledge base to execute their tasks effectively and stay adaptable in a dynamic technological landscape. This includes a deep understanding of networking principles, operating systems (like Windows and macOS), hardware repair, and cloud computing technologies. A strong grasp of cybersecurity fundamentals is crucial for protecting the district's data and systems. Additionally, familiarity with project management methods, databases, network infrastructure devices, and even a basic understanding of scripting or programming will significantly enhance the specialist's capabilities. Excellent communication skills are necessary for providing clear instructions, technical documentation, and user training.

Ability
Ability is required to effectively manage time, collaborate with various stakeholders, and solve complex problems across diverse technological domains. The Technology Services Specialist must possess strong project management skills for organizing complex technology initiatives. They must excel at communicating technical concepts clearly, whether guiding users through troubleshooting, developing documentation, or coordinating with vendors. The ability to analyze issues systematically and implement solutions across networks, hardware, and software is core to their success. Adaptability is vital, as the specialist must handle changing priorities and embrace new technologies to meet the district's evolving needs. Furthermore, working collaboratively with various individuals and fostering excellent interpersonal skills will be critical in fostering effective working relationships throughout the organization.

Responsibility
Responsibilities include: working both independently and as part of a larger team to support the district's evolving technology needs. They spearhead complex projects, responsibly managing resources and coordinating with vendors to ensure they align with the district's goals. The specialist demonstrates initiative in troubleshooting and resolving a wide range of technical challenges, often requiring the ability to work effectively with minimal oversight. Collaboration with both internal colleagues and external resources is crucial for success. The decisions made by the Technology Services Specialist have a direct and lasting impact on the district's technology infrastructure, directly influencing the learning experiences of students and optimizing the effectiveness of staff.

Work Environment
The Technology Services Specialist role primarily involves extended periods of sitting while working on computers. Occasional lifting, carrying, or moving of equipment and materials will be necessary. The specialist may need to bend, stoop, kneel, or reach during hardware setups, maintenance, or troubleshooting tasks. Precise fine motor skills are needed for keyboarding, detailed repairs, and handling small parts. Clear communication, both speaking and listening, is essential for effective troubleshooting, user support, and collaboration. The work environment typically involves office or school settings, with occasional exposure to varied temperatures in server rooms or other technology related spaces. Reasonable accommodations can be made to enable individuals with disabilities to successfully fulfill the essential functions of the position.

Experience:
Job related experience with increasing levels of responsibility

Certificates & Licenses:
None Specified

Education:
High School Diploma or equivalent
Technology Certifications Preferred (MS, Google)

Clearances:
DOJ/FBI Fingerprint Clearance
TB Clearance

Additional Qualifications
Ability to travel to other sites/locations

Supervision
Chief Technology Officer

Required Testing
Successful Completion of Pre-Employment Process

Continuing Education/ Training
Training attendance at workshops as appropriate

Salary Grade
Range 36

Work Year
260 [CLAS1]