EAU CLAIRE AREA SCHOOL DISTRICT

JOB DESCRIPTION

Job Title	Information Technology Systems Technician
Department	Information Technology
Reports To	Lead Systems Engineer
Classification	Hourly Classified
Location	
Salary	On Schedule
Length of Contract	12 Months

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The Information Technology Systems Technician will assist with operations, troubleshooting, and maintenance of the technology infrastructure and systems of the Eau Claire Area School District.

Essential Job Functions

- Support the successful pursuit of the District Strategic Plan and Priorities as well as School Improvement Plans by defining, delivering, and supporting the implementing information technologies.
- Provide coverage and support for the Information Technology Department as directed by supervisor.
- Provide Tier 2 level subject matter support and issue resolution as directed by supervisor.
- Provide technical support for the District web presence.
- Monitor and maintain District servers.
- Analyze log files and investigate and correct or record errors that are discovered.
- Monitor district server and data backup processes.
- Configure network devices as directed.
- Work with systems for endpoint device management. Includes software distribution, updates, patching virus protection, and imaging.
- Assist with network account creation and troubleshooting.
- Develop and maintain scripts and programs that automate repetitive tasks and data transfer in the Network Operations Center.
- Clearly document features, technical specifications, and infrastructure requirements for self-produced technical work and job processes.
- Provide management and administrative support of digital communication systems; including training and orientation for staff and administrations. This may include service to partner organizations.
- Provide leadership, coordination, and training for department Technicians.
- Ensure regularly scheduled technical maintenance tasks are accomplished on time.
- Monitor industry trends, technologies, and standards.

- Research, recommend, and apply new technologies as they emerge.

Ancillary Job Functions

- Demonstrate the ECASD values of commitment, collaboration, trust, respect, excellence, and accountability.
- Demonstrates commitment to service excellence standards.
- Innovate by partnering with staff, identifying specific needs and developing unique and sustainable solutions.
- Form interdependent teams focused on a common purpose, mutual accountability, and outstanding results.
- Seek long-term solutions that are focused on exponential improvement and simplifying our clients' complex world.
- Utilizes personal communication as a primary means to bring people together and build trust.
- Keep stakeholders informed and gather critical feedback to improve processes and relationships.
- Leverage individual abilities to compliment colleagues' needs, recognize self-weaknesses, and willingly pursue growth opportunities and trainings that will strengthen our team and support the District's mission.
- Maintain knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, and participating in industry related user groups.
- As part of a Knowledge Base Team, authors, reviews, improves and provides initial approval of documentation related to troubleshooting protocols, issue resolution, training guides, maintenance schedules, configurations, and processes submitted by colleagues.
- Provide guidance and training to technicians as directed.
- Contribute to team effort by accomplishing related tasks and projects as needed or assigned.

Required Qualifications – Required qualifications to effectively perform the job at the time of hire. An equivalent combination of education, training, and experience will be considered. Additional requirements and/or substitutions may be requested and require the approval of HR.

- Associate Degree in a network or computer related field or equivalent working experience.
- A working knowledge of the current Microsoft Windows Desktop, Server, and Network Operating Systems.
- A working knowledge of programming forms and implementing scripts using languages such as PowerShell, ASP, Visual Basic, CV Script, Visual Studio, .NET,, etc.
- Minimum two years of experience supporting end-user networks in a Microsoft environment.
- Minimum two years of experience supporting a LAN/WAN environment, preferably with Cisco devices.
- Completion of Microsoft Server and Workstation classes.
- Experience with formal project management.
- Ability to travel to multiple District buildings in compliance with District driving policy.

Preferred Qualifications – Highly desired education, training, and/or experience that may be helpful in performing the job, if applicable.

- Completion of Interconnecting Cisco Networking Devices classes I-IV or current equivalent.
- Proficiency in Technical Writing
- Attainment of the following certifications or respective current equivalents:
    - Cisco Certified Network Associate certifications in Collaboration, Data Center, Routing and Switching, Security, and Wireless
    - Comp TIA Security+
    - Google Apps Administrator
    - Information Technology Infrastructure Library Foundation Certification in IT Service Management
    - JAMF Casper Administrator (CCA)
    - Microsoft Certified Solutions Associate for current Windows operating system
    - Microsoft Certified Solutions Associate for current Windows Server version
    - Microsoft System Center Configuration Manager
    - Microsoft Technology Associate certifications in IT Infrastructure and SQL Database
    - SolarWinds Certified Professional
    - VMWare Certified Associate
- A working knowledge of the following:
    - Active Directory and LDAP integration
    - Basic web technologies such as Microsoft IIS and TomCat
    - Device management software such as SCCM, Casper, Google Administration
    - Encryption and certificates
    - Internet protocols, VPN and Firewalls
    - IP Telephony
    - ITIL and ITSM
    - Network troubleshooting, monitoring, and maintenance tools and techniques
    - Office 365 services including SharePoint
    - SQL servers and SQL query language
    - Support of network print systems and servers
    - VMware or similar virtualization technology

Knowledge, Skills, and Abilities – May be representative, but not all-inclusive, of those commonly associated with this position.

- Ability to work independently with minimal supervision
- Ability to communicate clearly with individual computing users on all levels – in small groups, one on one and in writing.
- Ability to focus on detailed work for extended periods of time.
- Demonstrated ability to develop and deliver multiple assignments on time, and maintain an efficient/timely daily work schedule.
- The ability to effectively document technical work.
- Must be open to cross-training and have flexibility in duties as assigned
- Reliable transportation between district locations in compliance with District driving policy.
- Ability to attend off-site training and industry conferences as directed.

- Ability to serve as a positive role model for students, demonstrating responsible and thoughtful behavior.
- Demonstrates an understanding and use of differentiation in educational practices to address the achievement gaps.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Normal office environment and moderate noise levels.

Physical Requirements – The physical demands described below 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.

- Frequently required to sit and work at desk/computer for extended periods of time.
- Must be able to have repetitive wrist/hand/finger movement to work on computer and/or related office equipment.
- Must be able to hear, stand/walk, reach with hands/arms, and stoop/kneel/crouch.
- Must have close- and long-range clarity of vision, three-dimensional vision, and precise hand-eye coordination.
- Occasionally may be required to drive to other locations.
- The employee shall remain free of any alcohol or illegal substance in the workplace in compliance with Policy 4122.01 throughout his/her employment in the District.