

MANSFIELD PUBLIC SCHOOLS

TITLE: Information Technology Specialist II

JOB GOAL: The Information Technology Specialist II is a skilled professional capable of handling complex technology support, providing excellent customer service, and demonstrating strong interpersonal skills. This individual will collaborate with school and I.T. staff to maintain and enhance the school's information technology hardware and software to meet the overall goal of technology enhancing school operations and student learning. The Information Technology Specialist II is the primary onsite I.T. professional supporting users and equipment; however there is also other part-time I.T. staff in the building and a larger Districtwide I.T. support team as well.

QUALIFICATIONS:

1. Any combination of work experience and/or education equivalent to graduation from an accredited college or university with major course work in computer science or related field and experience in the operation of midrange and personal computer equipment, network administration and the application of software processes related to these platforms.
2. Committed to providing quality customer service for all users.
3. Comfortable in an environment that involves multi-tasking, deadlines, project planning, and team collaboration. Possesses effective and professional interpersonal skills. Has the ability to establish and maintain productive working relationships.
4. Comfortable working in a school environment that includes contact with faculty, staff, students, parents, and vendors. Capable of maintaining an appropriate adult/supervisory relationship when interacting with students.
5. Capable of working with student databases such as PowerSchool and Inform.
6. Organized and attentive to details.
7. Capable of effective oral and written communication.
8. Professional experience with computer hardware and software support.
9. Professional experience with servers in an Active Directory domain structure.
10. Capable of working with infrastructure in a local area network.
11. Capable of working with a server environment that leverages VMware virtualization and pooled network storage.
12. Open to new learning.
13. Demonstrates initiative.

REPORTS TO: Director of Information Technology and School Building Principal

ADDITIONAL PERFORMANCE RESPONSIBILITIES:

1. Installs and upgrades classroom and office hardware and software. Researches and recommends hardware and software purchases. Troubleshoots problems and finds solutions. Works with a variety of equipment such as workstations, laptops, Chromebooks, iPads,

peripherals, SMART Boards, and wireless access points. Collaborates with the Library Media Center on the integration of computer and audio-visual/media resources.

2. Provides frequent technical support, training, and advice to faculty and staff in the use of computer equipment, software, and application programs. Manages daily technology support responses and resources for designated building(s).
3. Supports wired and wireless network-level equipment. Creates, modifies and deletes accounts on network and mail servers; assigns groups and privileges. Monitors critical system functions in the building. Ensures that building equipment such as desktops, switches, and systems are in good working order.
4. Serves on the PowerSchool and Inform Student Database support team. Regularly provides support to users of the student databases and assists with the expansion of the databases' capabilities and effective use.
5. Assists with long-range planning and initiatives. Collaborates with faculty and staff from across the building and District. Serves on the District Technology Committee. Provides leadership with implementing technological, school, and District goals to enhance learning, instruction, communication, access to online and media information resources, school operations, and parent and community relations.
6. Maintains records to inform decision making and meet technology reporting including support ticket history, inventory, purchasing, and software compliance.
7. Manages an annual budget for maintenance and the regular replacement of equipment, software, and supplies.
8. Follows Board policies and administrative regulations, particularly around data confidentiality and safe, legal, and ethical use of digital information and technology.
9. Performs related tasks as directed or required and any and all additional duties and responsibilities deemed necessary to the job by the Mansfield Public Schools Administration.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The list is not all-inclusive and may be supplemented as necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This is light work requiring the exertion of up to 35 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects.
- Work requires climbing, balancing, stooping, reaching, standing, walking, lifting, fingering, and repetitive motions.
- Ability to communicate with various district-wide technology users and others to express or exchange ideas and receive information 'necessary to conduct job duties.

- Visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is not subject to adverse environmental conditions, but may travel in adverse weather.

SPECIAL REQUIREMENTS:

Possession of a driver's license valid in the State of Connecticut.

TERMS OF EMPLOYMENT:

Annual: Year-Round Position (12 Months per Year).

Hours: 40 hours per Week (scheduled to align with school hours of operation; occasionally may need to adjust hours to perform off-hour network support).

Salary: Salary Schedule (9 Steps) with Benefits, Vacation Package, and Retirement Package.

The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility. The description does not constitute an employment agreement between the Mansfield Board of Education and the employee and is subject to change by the Board as the needs of the Board and requirements of the job change.