

Northfield

Public Schools I.S.D. 659 MINNESOTA

POSITION DESCRIPTION NORTHFIELD PUBLIC SCHOOLS

September 2007

SECTION I: GENERAL INFORMATION

Position Title: Technology Specialist	Department: Technology
Immediate Supervisor's Position Title: Director of Technology	FLSA Status: Exempt
Band/Grade/Subgrade:	Bargaining Unit:
Job Summary: Under the direction and guidance of the Director of Technology, the Technology Specialist is responsible for the diagnosis, repair, installation and maintenance of computer hardware and software to include computers (PC and MAC), peripherals and network devices such as printers, scanners, routers, switches, hubs, palm devices and external media throughout Northfield Public Schools. The Technology Specialist provides hardware and software trouble analysis and resolution; assists in the monitoring the operation and security of LAN under the Director of Technology; and assists building staff in the use and operation of operating systems, software and related technology. The Technology Specialist also provides second level user support in areas of computer desktop and networking across the district.	

SECTION II. ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty/Responsibility No:	1	Statement of duty/responsibility: Performs installation of computer hardware and software for the Northfield Public School District.
Percent of Time:	15	
Tasks involved in fulfilling above duty/responsibility: <ul style="list-style-type: none">• Inventories computer hardware and software prior to installation.• Installs and tests operating systems and software for users.• Installs additional hardware such as drives, RAM, boards, etc.• Delivers and installs computer hardware for School District clients.• Keeps current with software patches and updates.• Keeps current with new operating systems.		

Duty/Responsibility No:	2	Statement of duty/responsibility: Provides back-up support and assistance to the Network Administrator in the monitoring and maintenance of the LAN.
Percent of Time:	5	
Tasks involved in fulfilling above duty/responsibility:		
<ul style="list-style-type: none"> • Provides network troubleshooting and provides support in networking connectivity activities. • Performs tape back-ups, server maintenance, port configurations and assists in security measures. 		

Duty/Responsibility No:	3	Statement of duty/responsibility: Provides troubleshooting, maintenance and repair of computer equipment for the Northfield Public School District.
Percent of Time:	30	
Tasks involved in fulfilling above duty/responsibility:		
<ul style="list-style-type: none"> • Assesses computer hardware in disrepair and determines whether to repair or replace. • Troubleshoots, analyzes and repairs computer equipment. • Investigates and orders parts for all Mac and PC related equipment. • Previews and tests new computer equipment and software for compatibility. 		

Duty/Responsibility No:	4	Statement of duty/responsibility: Performs software testing, installs, troubleshooting and assistance to users across the district.
Percent of Time:	30	
Tasks involved in fulfilling above duty/responsibility:		

Duty/Responsibility No:	5	Statement of duty/responsibility: Oversees the implementation of documentation procedures for the department and district.
Percent of Time:	10	
Tasks involved in fulfilling above duty/responsibility:		
<ul style="list-style-type: none"> • Documents changes in inventory, equipment, network changes or other changes that occur as a result of changes in computer or network related alternations. • Maintains logs and databases for repair and troubleshooting activities. • Provide procedural documentation to assist staff in of computer equipment, software or equipment (i.e. imaging, printing, internet, email, etc.) on the Mac platform. 		

Duty/Responsibility No:	6	Statement of duty/responsibility: Provides staffing and user support to district media staff and Technology Champions on basic troubleshooting techniques and basic software installation processes.
Percent of Time:	10	
Tasks involved in fulfilling above duty/responsibility:		

Duty/Responsibility No:	7	Statement of duty/responsibility: Performs other comparable duties of a like or similar nature as assigned.
Percent of Time:		
Tasks involved in fulfilling above duty/responsibility:		

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:			
REQUIRED EDUCATION/TRAINING (choose one)		DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)	
	less than high school diploma		Associate of Arts degree or a two-year college or technical school certification or degree.
	High school diploma or GED.		Major field of study or degree emphasis: Computer Science, Computer Repair, Media Services or related area
	1 year college	x 2 years college	
	3 years college	4 years college	
	1st year graduate level		Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: <ul style="list-style-type: none"> • Knowledge of the application and use of computers, business productivity software/applications such as Word, Excel, E-mail programs and other office productivity software utilized by the department in the performance of the job. • Principals and practices involved in LAN application operations. • Knowledge of diagnostic methods or practices and troubleshooting techniques in the servicing and repair of computers and peripherals. • Knowledge of Macintosh platform Operating Systems. • Knowledge of other Operating Systems, including Microsoft Windows 98 through 2000 and Microsoft Windows NT. • Fundamentals of computer networking functions, components, and connectivity issues and procedures. • Knowledge of electrical equipment used to support computers, peripherals, and hardware. • Knowledge of current video, multimedia and computer network technology.
	2nd year graduate level		
	Doctorate level		
Required Work Experience in Addition to Formal Education/Training: A minimum of one year previous and directly related experience.			
Required Supervisory Experience:			
LICENSE/ CERTIFICATION		Identify licenses/certification required upon hiring: <ul style="list-style-type: none"> • A-Plus Computer Certification or Microsoft Certified Licensing • Macintosh Apple Certification or Microsoft Certified Licensing • Valid State of Minnesota Driver's License. 	
ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK		Skilled in: <ul style="list-style-type: none"> • Operation, installation, repair and maintenance of computers, peripherals, and audiovisual equipment. • Configuring and troubleshooting LAN applications, software and operations. 	

	<ul style="list-style-type: none"> • Troubleshooting computer and network connectivity. • Ability to recognize and install all necessary components for computers, peripherals, and audiovisual equipment. • Resolving hardware and software problems in multi-level, multi-location, multi-platform environments. • Providing technical support assistance to district personnel over the phone to assist them in resolving computer, application, and/or connectivity problems or issues. • Ability to read and interpret schematics, wiring diagrams and manuals . • Ability to prioritize and manage own time effectively. • Implementing documentation requirements set forth by the department. • Learning quickly and maintaining current knowledge with respect to new technologies. • Planning, prioritizing, and organizing tasks and functions. • Establishing and maintaining effective working relationships with clients. • Ability to communicate effectively with users at all levels of technology. • Ability to instruct clients on operation and use of computers, peripherals, and audiovisual equipment and making presentations to user groups.
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RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS		
	Titles of Positions Directly Supervised	# of Employees
1		
TOTAL		

INDIRECT SUPERVISION:	
Number of employees indirectly supervised:	Total:

HAZARDOUS WORKING CONDITIONS: <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i>	Work responsibilities are performed in a typical school setting. The potential for electrical shock can exist when working with electrical and electronic components but the risk of environmental and physical hazards and risks can be characterized as minimal given the training, application of safety precautions and procedures.
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PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
<u>Employee is required to:</u>	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand			x	
Walk			x	
Sit		x		
Use hands dexterously (use fingers to handle, feel)				x

Reach with hands and arms				X
Climb or balance		X		
Stoop/kneel/crouch or crawl		X		
Talk or hear				X
Taste or smell	X			
Physical (Lift & carry): up to 10 pounds				X
up to 25 pounds				X
up to 50 pounds		X		
up to 75 pounds	X			
up to 100 pounds	X			
more than 100 pounds	X			

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

Physical requirements associated with the position can be best summarized as follows:

Medium Work:

Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull or otherwise move objects in the performance of the job.

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

Department Head's Signature

Date

Human Resource's Signature

Date

Classification History:

Prepared by BCC 12/03

Retitled to Technology Specialist I from Media Technician/Computer Support Technician 4/04 per Director comments.
