Red Wing Public Schools Position Description
Technology Specialist

General Information

Department:	Technology
Unit:	Non-Classified Personnel
Immediate Supervisor:	Director of Buildings, Grounds, and Technology
Grade Placement:	14
FLSA Status:	Non-Exempt

Position Summary

The Technology Specialist is responsible for the diagnosis, repair, installation and maintenance of computer hardware and software to include computers (PC and Mac operating systems), peripherals and network devices such as printers, scanners, routers, switches, hubs, mobile devices and external media. This classification assists in providing technical support and troubleshooting to end users and assists in monitoring the operation and security of the network system, computer operating systems, software and related technology utilized by the District.

Essential Duties and Responsibilities

1.	Installs computer hardware and software.
	   a) Installs and tests operating systems and software for users.
	   b) Installs drivers, RAM, boards, etc.
	   c) Delivers and installs computer hardware for end users.

2.	Provides back-up support and assistance in the monitoring and maintenance of the network/LAN.
	   a) Provides troubleshooting and technical support for connectivity issues.
	   b) Performs tape backups, assists with server maintenance, ort configurations and security measures.

3.	Assists in the inventory, deployment and troubleshooting of mobile devices.
	   a) Performs initial set ups on mobile devices (e.g. iPads, chromebooks, Learn pads, etc.).
	   b) Administers and deploys apps, settings and restrictions on devices.
	   c) Helps test and evaluate new devices.
	   d) Provides end-user technical support.

4.	Troubleshoots and supports district AV equipment including SMART Boards, TVs, DVDs, audio systems, etc. Supports and troubleshoots security cameras. Sets up and monitors servers that control and record the security cameras.

5.	Provides application/system support and user technical support or various district programs. a) Administers the District Emergency/Attendance Caller System. Coordinates the configuration of the system with vendor. Provides TIES information for program set up. Provides for the daily monitoring of the system and student/staff data. b) Provides hardware and software support and troubleshooting for the district's food service program and childcare programs.
6.	Administers, troubleshoots, and maintains the District's phone system.
7.	Assists in monitoring and supporting the computer network. a) Assists in installing new equipment (e.g. switches, wireless access points, etc.). b) Configures, monitors and troubleshoots issues with the wireless network. c) Assists in troubleshooting and resolving other network issues/problems.
8.	Assists in the administration of user accounts, passwords and files. a) Creates user accounts for staff and students. b) Handles passwords reset requests and other login questions. c) Manages and monitors Google email/drive accounts and synced with the Active Directory infrastructure.
9.	Performs other duties of a comparable level or type as apparent or assigned by his or her supervisor(s).

Required Education, Training, and Work Experience

Required Education / Training:	2 years of college
Degree Information:	Associate's Degree or vocational training
Major Field of Study or Degree Emphasis:	Desktop and application support, computer science, information technology, or related area
Required Work Experience:	Minimum of 3 years of related technology experience
Licenses / Certifications Required:	• Valid driver's license in Minnesota • Others may be required depending on district needs and assignment

Essential Knowledge Required to Perform the Essential Functions of the Position

- 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.
- Specialized district software programs (e.g. food service, attendance caller system, Kid's Junction programs, etc.).
- Diagnostic and troubleshooting techniques in the servicing and repair of computers and peripherals.
- Macintosh and Windows platform Operating Systems.
- Fundamentals of computer networking functions, components, and connectivity issues and procedures.
- Electrical equipment used to support computers, peripherals, SMART Boards, and audiovisual hardware and related equipment.
- Video, multimedia and computer network technology.
- Wireless devices, phone systems, etc.

Essential Skills Required to Perform the Work

- Operation, installation, repair and maintenance of computers, peripherals, and audiovisual equipment.
- Troubleshooting computer, network connectivity, and audiovisual problems and issues.
- Ability to recognize and install all necessary electrical components for computers, peripherals, and audiovisual equipment.
- Providing technical support assistance to district personnel and 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 work independently with minimal supervision.
- 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 district specialized software/applications.
- Administering and maintaining the active directory and infrastructure including users, computers and group security.
- Deploying, integrating and securing mobile devices.

Typical Physical Demands for this Position

Summary of Physical Job Requirements:

Physical requirements associated with the position can be best summarized as Medium Heavy Work: Exerting up to 50 pounds of force occasionally and/or negligible amount of force constantly to lift, carry, push, pull, or otherwise move objects in the performance of the job.

Physical Job Requirements:

	Amount of Time Spent			
	None	**1/3 or Less**	**1/3 to 2/3**	**Over 2/3**
Physical Activities				
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feel				X
Reach with hands arms		X		
Climb or balance		X		
Stoop, kneel, crouch or crawl		X		
Talk or hear				X
Taste or smell	X			
Lifting / Forcing Exerted				
Up to 10 pounds				X
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds	X			
Over 100 pounds	X			

Unusual or Hazardous Working Conditions Related to Performance of Duties:

Duties are performed in a typical school district setting where there are minimal environmental risks or hazards associated with the work.

Classification History and Approval

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