BOYERTOWN AREA SCHOOL DISTRICT
Job Description

Position Title: Technology Specialist II
Reports to: Director of Information Technology

SUMMARY: Under the general supervision of the Director of Information Technology, the Technology Specialist II is a primary point of contact for District faculty and staff seeking technical support. Provide Tier II technical support and service restoration for daily operations and project efforts in a complex, distributed computing environment. Perform a broad range of IT support services: PC and Mac, mobile device, software, and basic network support. Work assignments include issues involving multiple components (e.g. network, operating systems) and integration of components, as well as requiring proficiency with the service bundle (e.g. networking, disk space, security, file sharing). Leads project implementations such as: upgrades to multiple workstations; planning, testing, and deploying technology; and integration with backend and departmental services. Collaborates with team members and customers and contributes to efforts to develop, design, implement, and continuously improve systems. The Technology Specialist II builds customer relationships by coordinating with customers to plan operational and project work. The technician is responsible for answering calls and e-mail messages directed to the Information Technology Services Support Center and providing in-person support, training and assistance in assigned District buildings or as directed by the Support Center Coordinator and Director of Information Technology. The work is performed under the general supervision of Director of Information Technology, with technical assistance provided by Tier III technical staff. May require on-call availability and may require working during non-business hours and on weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *(other duties may be assigned)*
The Technology Specialist II shall:

1. Provide Tier II and III support in the resolution of technical issues for the District.
    - Actively coordinate with team members and other service support groups to effectively resolve incidents and requests
    - Provide Tier II technical support and service restoration for daily operations and project efforts. Work assignments include issues involving multiple components (e.g. network, operating systems) and integration of components
    - Solve incidents on standard systems and assist in providing Tier III supports on exception or specialty systems, which may include but not limited to, installs, configures, customizes, troubleshoots, upgrades, integrates, and maintains systems, software, workstations, printers, wireless devices and handheld devices
    - Support and collaborate with team members and other technical staff

- Promote understanding with customers on the benefits of the IT service provider model to help foster collaboration
- Install, monitor, and uninstall A/V equipment for bi-weekly evening School Board meetings as assigned
- Lead hardware, software, and service enhancements by identifying and quantifying customer requirements, delineating the gaps between customer requirements and the capabilities of existing technology, and recommending proactive improvements
- Manage and maintain Deep Freeze installations
- Build MSI deployments – Run Advertised/Application deployments
- Create network Guest accounts
- Build deployment tasks for software images
- Create and manage computer images
- Escalate application issues to appropriate ITS personnel and provide appropriate documentation of troubleshooting steps completed via centralized help desk
- Assist in developing, testing and implementation of backup and disaster recovery systems
- Conduct analysis, planning, testing, and implementation of solutions
- Develop and edit customer and technical support knowledge base documentation
- Keep abreast of District hardware and software technology by taking classes, reading manuals and publications and communicating with other department team members
- Develop and follow best practices and procedures and share knowledge with team members
- Assists with configuration and set up of printers, projection devices, and monitors to work effectively for various instructional purposes
- Participate in appropriate in-service and workshop programs and attend any required meetings
- Serve as a role model for students and staff in demonstrating positive attitudes, appropriate attire and grooming, and an effective work ethic
- Display ethical and professional behavior in working with students, parents, school personnel, and outside agencies associated with the school
- Assist with maintaining District computer inventory

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- EDUCATION: AS Degree in Computer Science or related field plus two (2) years of computer experience working with in an enterprise support role OR any equivalent combination of education, certification and experience.

- EXPERIENCE: A minimum of four (4) years of working in a related role requiring confidentiality, timeliness, customer service, organization, prioritization, troubleshooting, and working independently to successfully install, configure, maintain, and support

Windows and/or Mac desktop operating systems and layered software. Proficiency with some or all of the following technologies: SMART Technologies, Apple IOS, CPS, Windows 7/8, OSX 10.x, Microsoft Office, Browsers, Local Account Management, Scripting, Installs and removals, Registry, Command line, Help ticket system, System Management Tools.

- CERTIFICATES, LICENSES, REGISTRATIONS: Act 114 – FBI Federal Criminal History, Act 34 - Criminal History Clearance and Act 34 - Criminal History Clearance are required for hire. Valid PA Driver's License. Certification in Microsoft Office Core: MS Word, MS Excel, MS PowerPoint and MS Outlook; Comp TIA A+ certification or equivalent required within one year of employment.

- LANGUAGE SKILLS: Ability to write reports, peer correspondence, and procedure manuals. Ability to present information effectively and respond to questions from groups of faculty, staff and peers.

- TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
    - Strong knowledge of PC/MAC operating systems - Windows 7/Windows 8, OSX
    - Working knowledge PC hardware and components including processors, mother boards, accessories, cards, peripherals.
    - Strong understanding of computers, printers, CD burners, scanners, SMART boards, projectors, document and digital cameras.
    - Working knowledge of PC/LAN application software including word processing (MS Word), spreadsheets (MS Excel), E-Mail (MS Outlook) and Internet Browsers (Internet Explorer, Chrome, Safari).
    - Demonstrate quality service and accountability in the process of: resolving incidents; and, tracking computer systems and device inventory, resulting in accurate, timely, and efficient solutions and data as evidenced by: meeting customer needs; meeting or exceeding established performance metrics; and accurate data for asset management, billing, and licensing.
    - Proactively seek information and utilizes analytical and creative problem solving skills along with standard processes and technologies resulting in secure and reliable connections to and use of systems, applications, and infrastructure.
    - Demonstrate relationship building, effective communication skills, and quality service in the process of collaborating with, supporting, advising, and educating customers and team members on the use of services, handling of sensitive data, and resolving incidents, resulting in efficient, effective, and compliant use of hardware, software, and services.
    - Demonstrate relationship building and effective communication skills as a member of the ITS organization, working in a district unit, through active listening and frequent communication with department staff, resulting in understanding customer needs, creating buy-in for enhancements, and collaboration with department staff.
    - Demonstrate quality service by actively contributing to customer satisfaction through advocating for customer needs, escalating incidents and requests, and increasing the customer's ability to help themselves, resulting in meeting or exceeding customer satisfaction metrics.

- Utilize analytical and communication skills in the development and modification of written procedures, processes, and technical support knowledge base, resulting in content tailored to the level and type of audience for support and issue resolution.
- Demonstrate skill development by actively participating in growth opportunities for continuous development and improvement and applying new skills/knowledge to the job as evident by the ability to efficiently and effectively perform assigned duties, resulting in meeting or exceeding customer expectations and performance metrics.
- Demonstrate effective communication skills when providing training and mentoring to less experienced staff, resulting in staff and teams using and implementing the latest policies, procedures, and best practices to accomplish tasks.
- Develop effective working relationships with customers, co-workers and administration.
- Ability to make contacts with other departments, maintaining a high degree of professionalism, requiring tact and judgment to avoid friction; infrequent contact with administrators on matters requiring explanations and discussions; frequent contacts involving the carrying out of projects and schedules; requires well developed sense of strategy and timing.
- Ability to interface with technical personnel in order to discuss technical issues pertaining to user related problems.

- **REASONING ABILITY:** Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **OTHER SKILLS AND ABILITIES:** Ability to establish and maintain effective relationships with students, staff, and peers; skill in oral and written communication; skill and patience in listening.

- **PHYSICAL DEMANDS:** The physical demands described here 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 the essential functions.

  While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee frequently is required to walk and stand. The employee must occasionally lift and/or move up to 40 pounds such as, but not limited to, projectors, interactive white boards and computers. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus, such as to work on computers. The ability to travel to other buildings is required. The position may require the individual to sometimes work irregular or extended work hours and meet multiple demands from several people.

- **WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet, performed indoors and outdoors.