



**Position:** Technology Specialist

**Hours:** 7:30 a.m. – 4:00 p.m., M-F

**Responsible to:** Director of Business Operations

### **General Responsibilities:**

Provides school-wide technology support for server and other network hardware, desktops, laptops, iPads, ChromeOS devices, Smartboards and projectors and all associated software applications.

Provides technical support for office staff and administrators at a variety of ability and experience levels.

### **Specific Responsibilities:**

- Manage school's Information Technology systems, to include:
  - Network hardware, software, and operating systems (servers, switches and routers, power supplies, Internet hardware, and cabling) security, communications, and database applications;
  - All employee and student workstations (desktops, laptops, tablet devices) in Windows and Apple operating systems, and printers;
  - School-owned (teacher and student) iPads and carts;
  - School-owned ChromeOS devices (currently Chromebooks and Chromebases);
  - Student computer labs on 2<sup>nd</sup> floor and media center including Mac and Windows desktops;
  - Instructional hardware (SMART Boards, Audio Enhancement, video projectors, document cameras, etc.);
  - Main copier/printer;
  - School-wide WiFi;
  - Web-based applications such as Destiny, RenWeb, Renaissance, etc.
- Manage a replacement cycle of all hardware and maintain an inventory of same. Prepare an annual budget for all school-owned technology including some measure of reserves for replacement.
- Assist employees with technology needs in both formal and informal settings (group workshops or short courses, one-on-one consultation) at a variety of ability and familiarity levels.

**Skills required:**

- Extensive knowledge of Microsoft server products and their management in an enterprise setting.
- Extensive knowledge of Google docs and enterprise account management. Current Google Administrator certification is strongly preferred and should be acquired within the first school year of employment.
- Ability to multi-task in hardware support and support of user needs for instruction in use of technology.
- Working knowledge of SMART Boards and their associated projectors and software applications.
- Ability to diagnose and interpret user concerns of malfunctioning hardware/software.
- Knowledge of internet topology and communication requirements.
- Have ability and expertise to perform general hardware maintenance and/or removal and replacement of computer components.
- Be familiar with current trends in educational technology, to use best practices in for all facets (hardware, software, Web, apps, etc.).
- Advise administrators regarding anticipated future requirements (timing of acquisition, budget, transition from legacy software, training, etc.).
- Must be able to lift up to 35 pounds; walk multiple flights of stairs daily; comfortably and safely ascend, stand and descend a ladder.