Annandale Public School District 876
JOB DESCRIPTION

Position Title: **Department:**
Lead Technology Specialist   Technology

Immediate Supervisor: **Grade Placement:**   **FLSA Status:**
Director of Technology   18   Non-Exempt

Job Summary:

Under the direction of the Director of Technology, the Lead Technology Specialist is responsible for maximizing the performance of computer related hardware and software purchased by the district and reducing the incidence of system failure through regular maintenance. While also, providing technical support, training, and assistance to end users of the district network and technology systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Install and maintain computer related hardware and district computer images.

2. Install and maintain software (including upgrades), as needed, on individual computer and network equipment.

3. Maintain all district networks.

4. Provide for equipment repair including maintenance of warranty information.

5. Maintain internet connectivity and related systems.

6. Manage Active Directory, Azure, Google Admin and other related services.

7. Provides technical support to staff and students within the district.
    ● Provides timely resolution to help desk tickets.
    ● Assists in the management, set-up, and maintenance of software, apps, and electronic devices.
    ● Supports the phone system.
    ● Assist with purchasing of software, apps, and electronic devices.
    ● Provides training and support for utilization of software and devices.
    ● Assist in management of user access to network, software, and phone system.

8. Assist in maintaining the current district-wide inventory of technology equipment.

9. Attends district technology meetings.

10. Performs other reasonable duties as assigned.

EDUCATION AND KNOWLEDGE REQUIREMENTS

Education Training and Experience Requirements:
- **Bachelor's degree plus 2-4 years of experience or equivalent of.**
- **At least 2-4 years of related previous experience is preferred.**

License/Certification Requirements:
- **Technical certification is preferred.**

Knowledge required to perform the essential functions of the job:
- **Knowledge of technology/technology products including computers, ipads, chromebooks and printers.**
- **Knowledge of network operating systems and network management tools; communication hardware and software; electronic devices; audiovisual equipment; and cabling infrastructures.**
- **Knowledge of computer applications, operating systems and the internet.**

WORK SKILLS AND CHARACTERISTICS

Skills required to perform the essential functions of the job:
- **Ability to interact and communicate effectively and appropriately with students and staff.**
- **Skilled in establishing and maintaining effective working relationships with employees, supervisors, and building staff.**
- **Skilled in supporting multiple forms of technology.**
- **Ability to problem solve and troubleshoot in a variety of hardware and software situations.**
- **Implementing and assisting district staff in the troubleshooting of network systems, telecommunications, web services, email, voicemail, and enterprise systems..**
- **Ability to responsibly, appropriately and effectively use technology.**
- **Ability to learn changing technology.**
- **Ability to multitask.**
- **Ability to use and maintain technology equipment**
- **Ability to work with minimal supervision.**

PHYSICAL REQUIREMENTS

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

Medium Work. Exerting up to 100 pounds of force occasionally, 10 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.