

Cannon Valley Special Education Cooperative

Position Description

Position Title: Technology Specialist

Responsible To: Executive Director

Position Summary: The Technology Specialist (LAN/PC Support) is responsible for providing primary support for LAN, PC and telecommunications hardware and software for Cooperative. Troubleshoots PC hardware and software and assists end users with day-to-day operating problems. Trains media personnel, teachers, and administrative staff in basic microcomputer operation, telephone and PC and networking applications. Serves as the liaison between Cooperative and different technology vendors. The position has access to private and secure information, and therefore requires confidentiality.

Position Requirements: Position requires a high school diploma/GED. A two-year technical degree is preferred. Microsoft Certification is preferred. Working knowledge needed in the following areas:

- ✓ Windows and Windows Server
- ✓ Microsoft Office, including Word, Excel, Access, and PowerPoint
- ✓ Microsoft Outlook
- ✓ Adobe Acrobat
- ✓ Digitally switched telephone and voice mail systems to include programming and configuration changes
- ✓ Google Suite
- ✓ iOS/Apple applications

Position requires the understanding of Information Systems Security policies and procedures.

Language Skills: Ability to effectively communicate orally and in writing to instruct non-technical end users in stand-alone and network PC operations and applications software.

Physical Demands: Must be able to safely lift and carry 40-pound objects.

Other Skills & Abilities: Ability to read and interpret technical manuals and rapidly acquire new knowledge and skills. Ability to research, advise, and resolve problems based on knowledge of stand alone and networked PC's and application software systems. Knowledge of information systems and application software terminology to effectively communicate with non-technical end users, vendors, and maintenance personnel is necessary. Extremely strong customer service orientation and excellent interpersonal communications skills are required.

Essential job functions include but are not limited to the following:

Frequency:

- | | |
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| ▪ Provide on-going PC hardware and software (<i>i.e. Microsoft Office, Adobe Acrobat, etc.</i>) troubleshooting service to users with day-to-day operating problems. Identify and correct stand-alone and networked computer problems when possible. Forward problems beyond capabilities to the correct technology vendor. | 25% |
| ▪ Provide <i>appropriate training to staff</i> in basic microcomputer operations and PC and networking applications. | 15% |

- Ensure network applications are available to all staff and students. 10%

- Maintain and support the telephone and voice mail systems. Perform configuration changes and software upgrades to as appropriate. Program switches and telephones to accommodate user needs. Implement and periodically test system backup, restore and recovery procedures and contingency plans ensuring systems can be recovered in the event of catastrophic system failures. Train staff on telephone and voicemail systems. 5%

- Install and configure standalone and network PC's. Install and configure peripheral devices on the LAN such as printers and scanners. 10%

- Troubleshoot copier and printer issues. Act as liaison between Cooperative and vendor(s) for copiers. 5%

- Assist teachers with setting up classroom applications on standalone and network systems. Load new PC operating systems and applications software. 5%

- Monitor microcomputer hardware and software policies and procedures. 2%

- Assist with analyzing applications to determine if they meet user needs and comply with Cooperative IT and curriculum standards. 2%

- Assist Administration in determining and prioritizing information systems needs. Meet at their request to discuss or review technology questions or concerns. 2%

- Provide training for teachers, support, and administrative staff in the use of equipment. 2%

- Perform various duties as assigned by the Executive Director. 2%

- Inventories computer hardware at the end of every school year In Follett Destiny. 10%

- Checks out and receives all student and staff technology in Follett Destiny. 10%

- Acts as liaison to technology repair companies and manages device flow. 10%

- Maintains logs and databases for repair and troubleshooting activities. 10%

- Maintains and updates CVSEC website as needed. 2%