

Technology Systems Professional

The position of **Technology Systems Professional** will be available at **East Central ISD** for the 2017 - 2018 school year. All individuals (district employees included) who are interested in this position must apply online through **Frontline** via the district website. The deadline for submitting an application is 4:00 p.m., Tuesday, March 20, 2018 or until position is filled.

Primary Purpose: Coordinate with and support technicians with technology systems related operations and duties. Coordinate network, server, and systems operations across the District and with the Internet. Perform specialized and advanced network and server duties. Provide specialized network services and support to the District, including configuring, training, and installing wiring, switches, IP phones, access points, routers, advanced network equipment, servers, and more. Plus, provide Active Directory maintenance, support for video surveillance equipment, user administration, and other duties as directed.

Responsibilities and Duties:

1. Coordination and management of the District's network systems, plus network systems support for District personnel.
2. Complete work as directed by the Director of Technology and work order tickets as assigned.
3. Coordinate the installation, configuration, troubleshooting, and maintenance of network and server hardware, as well as recommend changes in hardware and software systems to effect improvements, reduce costs, and improve efficiency on a district-wide basis.
4. Coordinate and manage support for the video surveillance system in collaboration with other district departments.
5. Advise, coordinate, and assist with tasks related to basic network connectivity including: running cables, termination of Cat 5e or 6 jacks, tracing network connections, and trouble shooting.
6. Advise, coordinate, and assist District staff in the application of new and emerging network technologies.
7. Advise, train, and support technicians with the network and server components of their duties.
8. Maintain skill and knowledge levels on all of the district's network and server equipment and software at high levels appropriate for advanced users and uses, including the Cisco IOS and Microsoft Server OS.
9. Stay updated on the latest releases of software, firmware, and hardware *before* it is time to deploy and recommend the appropriate schedules and staff training.
10. Attend and study materials and resources provided by the district in a timely manner and pass the related certification examinations for Advanced Networking.
11. Create and continuously update a plan for training related to current and future positions.
12. Train other staff on all skills possible as time permits using priorities given by the Director of Technology.
13. Collaborate with vendors in a timely and transparent manner as approved by the Director of Technology.
14. Document network and server activities, configuration changes, and procedure updates regularly with copies in multiple locations and in a manner that can be used easily by other staff.
15. Create, update, and adjust documentation on the district's network and server components in a clear manner posted in multiple locations to prevent loss.
16. Assist other technicians as needed or when caught up on work orders.
17. Complete work as indicated by the Director of Technology, the expeditor, or the ticket priority, in that order.
18. Maintain confidentiality of student and staff information.
19. Other duties as assigned.

****** On-Task Responsibilities:**

The employee must have the ability to follow attendance procedures, including clocking in and out, according department and district regulations and policies.

The employee must have the ability to use time effectively and to stay on-task during the entire day.

The employee must be capable of accurately documenting time on tasks, tickets, and other duties.

NOTE: Not all applicants will be interviewed. Each applicant's resume, application and other available information will be considered in the screening process. *Only those persons currently meeting all of the minimum requirements will be considered.*

Qualifications:**Education:**

- High school diploma or GED

Required Knowledge/Skills:

- Possess and retain a valid State of Texas driver's license – the driving record must meet East Central ISD's insurance issuing authority for the operations of school district vehicles in the performance of assigned duties
- Ability to detect, analyze, and solve technical problems
- Effective communication and interpersonal skills with a customer service attitude and demeanor
- Ability to use personal computers and office software, including Google and MS Office products
- Strong organizational skills and exceptional documentation abilities

Specialized Experience:

- Minimum of 5 years' experience in computer troubleshooting of the type in East Central ISD
- *Minimum of 2 years' experience in specialized server troubleshooting*
- Documented quality experience in networking computers, printers, and other network equipment
- Documented experience with Windows, Mac, and mobile device operating systems
- *Documented advanced experience with Windows Server 2012 and Active Directory*
- *Documented advanced experience with Cisco equipment and software*

Advanced Certifications:


- Recommended – CompTIA A+ Hardware, CompTIA A+ Operating Systems, Cloud+, & Net+ Dell Desktops, Notebooks, Chromebooks, Printers, and Servers
- *Required – Microsoft Administrator in Windows Server in at least one area, Cisco Advanced Training and/or Certification in at least one area, and at least one additional advanced network certification*

Equipment Used: Personal computer equipment, service tools, technology websites, motor vehicles, and phone

Working Conditions: *Mental Demands/Physical Demands/Environmental Factors:* Maintain emotional control under stress; work with frequent interruptions. Frequent standing, stooping, bending, kneeling, pushing, and pulling, carrying and running. Frequent light lifting and carrying (less than 15 pounds); occasional heavy lifting (45 pounds or over) and lifting and moving equipment. Work inside and outside (exposure to sun, heat, and inclement weather); exposure to noise; exposure to biological hazards. Frequent use of small hand tools and electronic test equipment; frequent district-wide travel between schools and warehouse. Normal classroom/office environments, and work around electrical energy. May work long or irregular hours; frequent districtwide travel and occasional state-wide travel.

Period of Employment: 261 day basis

Salary: Auxiliary Pay Grade 410


Roland Toscano
Superintendent of Schools

an Equal Opportunity Employer