

POSITION DESCRIPTION
NORTHFIELD PUBLIC SCHOOLS
 December 2022

SECTION I: GENERAL INFORMATION

Position Title: Technology Specialist	Department: Technology
Immediate Supervisor's Position Title: Director of Technology Services	FLSA Status: Exempt
Band/Grade/Subgrade: C-5-3	Bargaining Unit: Technology
Job Summary: Under the direction and guidance of the Director of Technology Services, the Technology Specialist provides technical assistance and support to district staff and is responsible for the diagnosis, repair, installation and maintenance of computer hardware and software to include computers (PC and MAC), mobile devices, peripherals and network devices such as printers, scanners, routers, switches, and external media throughout Northfield Public Schools. The Technology Specialist provides hardware and software trouble analysis and resolution; assists in the monitoring the operation and security of LAN under the coordination of the Network Manager; and assists building staff in the use and operation of operating systems, software and related technology.	

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty/Responsibility No:	1	Statement of duty/responsibility: Provides technical support, training, and assistance to end users of the district network and technology systems
Percent of Time:	50	
Tasks involved in fulfilling above duty/responsibility: <ul style="list-style-type: none"> • Responds to technology support requests regarding district technology systems including computer hardware, audio visual equipment, peripherals, and mobile devices. • Responds to technology support requests regarding functionality of district software and web-based programs. • Provides end user support including basic instruction in the use of district technology equipment and tools. • Provides troubleshooting and support for compatibility of district hardware, software, and operating systems. • Communicates and collaborates with technology staff regarding support requests and troubleshooting of common technology issues. 		
Duty/Responsibility No:	2	Statement of duty/responsibility: Performs installation and updates of computer hardware and software for the Northfield Public School District.
Percent of Time:	10	
Tasks involved in fulfilling above duty/responsibility:		

- Inventories computer hardware and software prior to installation.
- Installs, tests, and updates operating systems and software for end users of district technology systems.
- Installs, repairs, and replaces additional hardware such as drives, RAM, boards, etc. as needed.
- Delivers and installs computer hardware for School District clients.
- Keeps current with software patches and updates.
- Keeps current with new operating systems.
- Deploys computer image updates as needed to ensure functionality and security of district technology systems.

Duty/Responsibility No:	3	Statement of duty/responsibility: Provides testing, troubleshooting, maintenance and repair of computer equipment, software, operating systems, and technology tools for the Northfield Public School District.
Percent of Time:	10	

Tasks involved in fulfilling above duty/responsibility:

- Assesses computer hardware in disrepair and determines whether to repair or replace.
- Troubleshoots, analyzes and repairs computer equipment.
- Researches and recommends parts for all district technology equipment.
- Researches and tests new computer hardware, software, and technology equipment for compatibility and functionality with district systems.

Duty/Responsibility No:	4	Statement of duty/responsibility: Maintains and updates documentation procedures for the department and district.
Percent of Time:	5	

Tasks involved in fulfilling above duty/responsibility:

- Documents changes in inventory, equipment, network changes or other changes that occur as a result of changes in computer or network related alternations.
- Maintains logs and databases for repair and troubleshooting activities.
- Provides procedural documentation to assist staff in use of computer equipment, software, and peripherals (i.e. imaging, printing, internet, email, etc.) for multiple operating systems and mobile devices.

Duty/Responsibility No:	5	Statement of duty/responsibility: Collaborates with and provides support to district media staff and on basic troubleshooting techniques and basic software installation processes.
Percent of Time:	10	

Tasks involved in fulfilling above duty/responsibility:

- Maintains communication with district media staff regarding any ongoing technology needs in district buildings.
- Provides training and support for routine processes regarding utilization of district technology systems.
- Provides support for basic troubleshooting and resolution of technology related issues.

Duty/Responsibility No:	6	Statement of duty/responsibility: Maintains knowledge base and serves as technology lead for one or more of our district technology systems.
Percent of Time:	10	

Tasks involved in fulfilling above duty/responsibility:

- Attends necessary trainings and researches technology equipment and tools related to one or more of our district technology systems, such as operating systems, computer platforms, mobile device management, learning management systems, audio visual equipment, etc.
- Provides direct support to end users of district technology systems
- Maintains documentation and communicates technology support and troubleshooting information with technology staff.

Duty/Responsibility No:	7	Statement of duty/responsibility: Performs other comparable duties of a like or similar nature as assigned.
Percent of Time:	5	
Tasks involved in fulfilling above duty/responsibility:		

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:			
REQUIRED EDUCATION/TRAINING (choose one)		DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)	
less than high school diploma		Associate of Arts degree or a two-year college or technical school certification or degree is required. Applicants with commensurate related experience of minimum of four years determined at the sole discretion of the hiring administrator will also be considered.	
High school diploma or GED.		Major field of study or degree emphasis:	
1 year college	x	2 years college	Computer Science, Computer Repair, Media Services or related area
3 years college		4 years college	
1st year graduate level		Essential knowledge and specialized subject knowledge required to perform the essential functions of the job:	
2nd year graduate level		<ul style="list-style-type: none"> • Knowledge of the application and use of computers, business productivity software/applications, email programs and other office productivity software utilized by the department in the performance of the job. • Principles and practices involved in LAN application operations. • Knowledge of diagnostic methods or practices and troubleshooting techniques in the servicing and repair of computers and peripherals. • Knowledge of multiple operating systems and computer platforms. • Fundamentals of computer networking functions, components, and connectivity issues and procedures. • Knowledge of electrical equipment used to support computers, peripherals, and hardware. • Knowledge of current video, multimedia and computer network technology. 	
Doctorate level			
Required Work Experience in Addition to Formal Education/Training: A minimum of one year previous and directly related experience.			
Required Supervisory Experience:			
LICENSE/ CERTIFICATION	Identify licenses/certification required upon hiring: <ul style="list-style-type: none"> • Mac, Microsoft, and/or Google Certification preferred • Valid State of Minnesota Driver's License. 		

ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK	<p>Skilled in:</p> <ul style="list-style-type: none"> • Collaboration with team members and other staff to effectively communicate and coordinate service. • Problem solving, logistics, and creative thinking to troubleshoot issues and implement effective practices. • Written and oral communication to provide technical support to district staff at all levels of technology understanding. • Time management and self-directed prioritization of tasks to maintain and improve technology systems to best support district staff and students. • Establishing and maintaining effective working relationships with team members and district staff. • Planning, prioritization, and organization of tasks, projects, and information related to technology systems and needs. • Ongoing research and learning to continue to further knowledge of new and changing technologies. • Operation, installation, repair and maintenance of computers, peripherals, and audiovisual equipment. • Configuring and troubleshooting LAN applications, software and operations. • Troubleshooting computer and network connectivity. • Ability to recognize and install all necessary components for computers, peripherals, and audiovisual equipment. • Resolving hardware and software problems in multi-level, multi-location, multi-platform environments. • Ability to read and interpret schematics, wiring diagrams and manuals. • Implementing documentation requirements set forth by the department. • Ability to instruct clients on operation and use of computers, peripherals, and audiovisual equipment and make presentations to user groups.
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RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS		
	Titles of Positions Directly Supervised	# of Employees
1		
TOTAL		

INDIRECT SUPERVISION:	
Number of employees indirectly supervised:	Total: 0

HAZARDOUS WORKING CONDITIONS: <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i>	Work responsibilities are performed in a typical school setting. The potential for electrical shock can exist when working with electrical and electronic components but the risk of environmental and physical hazards and risks can be characterized as minimal given the training, application of safety precautions and procedures.
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Classification History:

Retitled to Technology Specialist I from Media Technician/Computer Support Technician 4/04 per Director comments.
Technology Specialist updated 5/2016.