

**JOB TITLE:** Information Technology Specialist

**EMPLOYMENT STATUS:** Full-time 230 days, Non-exempt

**PAY GRADE:** Per Employee Handbook – Technology Staff

**SUPERVISOR:** Assistant Director of Information Technology

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**POSITION DESCRIPTION:** The Information Technology Technician will be responsible for providing technical support throughout the school district. This position will be the first level of contact from the Technology Department to the customer, and therefore, must have a strong customer focus, excellent communications skills, and well-developed problem-solving skills.

**MINIMUM QUALIFICATIONS:** To be qualified for this position, applicants must possess:

- Minimum of High School diploma or GED;
- Possess CompTIA A+ certification or equivalent **OR** willing to obtain within 1 year of hire;
- Willing and able to obtain an Educational Aide permit from the Ohio Department of Education (on as needed basis);
- Strong knowledge of computer hardware, software, and networking;
- Excellent and demonstrated skills in:
  - Customer service;
  - Documentation;
  - Organization;
  - Prioritization;
  - Problem-solving;
  - Critical thinking;
  - Professional, independent judgement;
  - Oral and written communication;
- Ability to:
  - Perform preventive maintenance;
  - Work with and provide solutions for current Microsoft Office Suite applications;
  - Work with and provide solutions for current Windows operating systems;
  - Diagnose computer hardware and software problems remotely;
  - Provide 1st fix solutions which minimize down time and rework;
- Valid state-issued driver's license and ability to drive;
- Preferred experience includes:
  - LAN and AD Management and troubleshooting network problems;
  - Troubleshooting networked printers;
  - Working in a helpdesk work order system;
  - Working in an educational setting;
  - Creating multimedia "How-To" instructions;
- Willingness and ability to work as a team member;
- History of strong work record, including good job attendance; and
- Documented evidence of acceptable criminal record as required by Ohio law and Board Policy.

### ESSENTIAL FUNCTIONS OF THE POSITION

*The information contained in this job description is for compliance with the Americans with Disabilities Act and is not an exhaustive list of the duties performed for this position.*

*An individual employed by the Butler Technology and Career Development Schools in this job is expected to perform the following essential functions and duties, however, this list is not exhaustive, and the employee is required to perform any other duties assigned.*

- Respond to requests for information and technical assistance in a timely manner;
- Provide technical assistance and advice to faculty, staff, and students with computer or data related hardware, software and peripheral questions;
- Perform software, hardware, network, and/or server troubleshooting;
- Perform preventive maintenance functions;
- Configure computers to work in a network environment;
- Create, deploy and manage image files for desktop computers;
- Install, setup, and maintain equipment;
- Install, reinstall, and maintain software;
- Install and maintain printers and other peripherals;
- Maintain accurate records and logs of activities;
- Assist with inventory of new, used and obsolete equipment, including record entry;
- Assist in maintaining organization and inventory of the software library;
- Communicate effectively with all staff;
- Assist with designated computer security systems/passwords/file protection protocol;
- Respond to system failures to bring systems back to functioning levels of operation;
- Assist with the routine organizational needs of the office area;
- Understand, follow and advocate the district's policies, key processes, and administrative guidelines regarding the day-to-day operations;
- Coordinate/cooperate with others to assure the smooth operation of the department and its activities;
- Plan and organize own work to prioritize activities;
- Meet deadlines (daily, weekly, monthly, quarterly, and yearly);
- Maintain confidentiality in district matters;
- Maintain high standards of ethics, honesty and integrity in all matters;
- Act as a liaison between Butler Tech and associate school technology support staff;
- Continuously update and improve professional skills;
- Develop effective relationships with staff and the community by collaborating to provide services efficiently, communicating clearly, and providing effective service;
- Contribute to the creation of an environment of high achievement, continual improvement, professional growth, and acceptance;
- Arrive on time to work each regular work day;
- Be in attendance every regular work day, excluding long-term illnesses, maternity/ paternity leaves, and other unique circumstances;
- Achieve and maintain technological proficiency with district operating systems and programs;
- Attend staff meetings/events, student ceremonies, trainings, and Board of Education meetings as directed;
- Be willing and able to devote the time and effort necessary to do the job effectively;
- Complete, submit/utilize reports and forms as the position requires;
- Confer with supervisor regarding progress, concerns, and recommendations;

- Follow regulations regarding the handling of money including district purchasing cards, purchase orders, purchasing cards, etc;
- Comply with applicable state and federal regulations e.g. OSHA, OCR;
- Report the presence of unauthorized or atypical visitors;
- Project a positive image of career technical education;
- Model non-discriminatory practices in all activities;
- Perform other tasks, consistent with the position, as may be assigned.

### **OTHER DUTIES AND FUNCTIONS:**

- Serve as a role model for students in how to conduct themselves as citizens and as responsible, intelligent human beings.
- Help instill in students the belief in and practice of ethical principles and democratic values.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of: Board policies and procedures; building policies and procedures; public relations; associate school personnel; satellite programs and locations; required reports; inventories; requisitions; computer, peripheral and network systems; current Windows and Mac operating systems; current Microsoft Office applications; safety procedures.

Ability to: Interpret policies, procedures and regulations; follow instructions; communicate effectively; demonstrate active listening; maintain files and reports; collect data; prepare reports; schedule; drive a motor vehicle; lift moderate amounts of weight up to 50 pounds; climb ladders; be mobile; install and maintain equipment; install and maintain software; maintain inventories; troubleshoot technical issues; maintain a flexible and positive attitude in all professional relationships.

### **WORK ENVIRONMENT AND CONDITIONS**

Occasional: Exposure to blood, bodily fluids and tissue; exposure to unruly children/adults; exposure to inclement weather driving conditions; attends functions or performs duties outside normal working hours.

Frequent: Mobility throughout the building and between buildings. Exposure to dust, electrical hazards; Sitting at computer; typing; getting up and down multiple times daily; bending; pushing and pulling; walking; moving and lifting supplies and materials up to 50 lbs.; working under time constraints; operation of computer and related office equipment; exposure to moderate to loud noise levels. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing all day. Regularly required to talk and hear.

Equipment Operated: Motor vehicle; Windows, Mac OS, Chrome OS, and Android based computer systems, peripheral computer equipment, copier, printers, scanner, fax machine, and other customary office equipment

Employees are required to follow all district safety rules and procedures, and participate in school safety training when requested.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.*

### **EVALUATION**

Staff shall be evaluated in accordance with Board Policy.

Reviewed and Acknowledged by: \_\_\_\_\_ Date: \_\_\_\_\_