

Technology Specialist II

Position Purpose

Putnam County Charter School System seeks qualified candidates for a full-time Technology Specialist II in Eatonton, Georgia. The qualified candidate will be responsible for support under the direct supervision of the Technology Director for the implementation and support of the Windows desktop, laptop, and server environment. Furthermore, the Technology Specialist II will be responsible for the provisioning, installation, configuration, operation, and maintenance of desktop, laptop, and server hardware and software. Additional daily responsibilities include desktop support, network support, classroom systems support and wide area network support. The successful candidate will recognize and troubleshoot operational problems with server hardware and application software, diagnosing hardware and software problems, recommending solutions, performing system repairs, and learning new technologies to resolve any problems. The candidate will regularly evaluate and integrate new operating system versions, drivers, and hardware.

Essential Performance Responsibilities

- Support from the classroom desktop to the server room. Desktop support includes maintaining and supporting interactive projectors and panels, ipads, tablets, VR devices, 3D printers, large format printers, classroom audio, printing, scanning and application integration
- Computer imaging and deployment
- Provide network cabling, network switch, wireless network, security camera and access control, support and integration.
- Maintain operations of the computing infrastructure by ensuring the proper functioning of servers, switches, various network appliances, Windows operating systems, directory services, enterprise applications and common network services.
- Ensure consistent levels of performance by adhering to standards and best practices · Project management of various IT initiatives
- Implementing and enforcing business processes
- Perform routine backup and recovery operations
- Maintain infrastructure inventory; which includes tracking location, current use, configuration, hardware/software/firmware version, support, upgrade and licensing information.
- Monitor Server performance and end user experience by utilizing software tools for efficient and proper operations.
- Recommend implement procedures in support of data center recovery and business continuity planning.
- Serve as a liaison to various vendor support partners, to include roles as point of contact, for application support partners and local subject matter experts.
- Assumes responsibility for testing, packaging, installation, and deployment of District approved curriculum and business software applications; Installs and maintains software on servers and workstations
- Provides testing and recommendations for software acquisitions, upgrades and versions

- Maintains software site licenses for departments/organization
- Develops documentation, as required, including installation instructions, configuration guides, and impact analysis documents; analyzes information to determine, recommend, and plan layout, including type of computers and peripheral equipment modifications
- Monitors, tracks, schedules, updates and closes district work orders within the automated system on a timely basis

Additional Duties (as required)

- Investigates alternatives and researches development of strategic implementations of network components, as well as, computer hardware and software components · Supports development and implementation of new computer projects and new hardware installations
- Consults with customers to evaluate and recommend technical needs
- Participates in on-call 24/7 infrastructure support for emergency situations, after-hours maintenance of network resources when scheduled, and on-call support for end users as needed or defined by helpdesk support hours
- Performs other duties as assigned by the appropriate administrator
- Performs other related tasks as assigned.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task or responsibility.

Equipment

Uses standard equipment such as issued computers, servers, switches, projectors, scanners and printers, and related equipment.

Travel Requirements

Travel to school district locations to repair hardware, install software and assist end users.

Work Environment

Works in standard office and school building environments.

Ability to lift 50 pounds.

Ability to work from a ladder with a maximum height of 12 feet.

Qualifications Profile

Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Typical qualifications would be equivalent to:

- Bachelor's degree preferred or five years of related equivalent years of training and experience
- Experience with Windows Server Administration (Svr2016 to current) and Windows Desktop Administration (Win10 to current)
- Knowledge of AD GPO Configuration/Troubleshooting and Hyper-V
- Knowledge of networking and firewall configuration

- Experience with Powershell
- Experience managing Office 365, Microsoft Azure, Google Admin Console

Preferred Technical Qualifications:

- Office365 Spam administration
- Windows Deployment - System Imaging
- 3CX (VoIP) phone systems
- Apple School Manager / Mosyle (MDM)
- CIPA knowledge
- DHCP and DNS
- OneSync
- Ruckus/Meraki WAP Administration
- Fortigate firewalls

Candidates should expect to provide a hands-on demonstration of proficiency.