

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

INSTRUCTIONAL TECHNOLOGY TECHNICIAN

SALARY SCHEDULE: SSP-11

COST CENTER: INFORMATION TECHNOLOGY (9020)

QUALIFICATIONS:

- (1) Associate's Degree or Technical Institute degree[/certifications] in Computer Science or other related field.
- (2) Minimum of three (3) years of IT work experience in directly supporting instructional technology applications.
- (3) Minimum of (2) years of documented experience working administratively with current instructional technology applications such as an LMS, an ILS or state/publisher learning portals.
- (4) Demonstrates a basic knowledge of web programming languages HTML, PHP, ASP, etc.
- (5) Documented experience in maintenance and support of IP based video conferencing systems.
- (6) Demonstrates the ability to setup, configure and troubleshoot enterprise level server operating systems including, but not limited to, Microsoft Server 2003 and 2008.
- (7) Demonstrates knowledge of SQL and the ability to write and interpret SQL query statements.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the operation of computers and peripheral equipment related to assignments. Ability to plan, organize and prioritize activities related to assignments. Must possess a strong knowledge of instructional technology applications and procedures. Possesses strong interpersonal skills and abilities and the ability to work collaboratively with team members. Possesses effective decision-making and group coordination skills. Knowledge of School Board rules and policies related to assignments. Ability to communicate verbally and in writing.

REPORTS TO:

Manager of School Support Services

JOB GOAL

To provide technical expertise in maintaining existing instructional technology projects and in developing new projects for instructional technology.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- (1) Demonstrates knowledge of current best practice in providing customer support for both technical and non-technical users.
- (2) Work collaboratively with administration, instructional personnel and vendors to develop, support and maintain instructional technology systems.
- (3) Write clear, concise directions for instructional personnel.
- (4) Execute and deliver technologies quickly and effectively.
- (5) Assess and apply best practices and/or current technologies to enhance the attainment of the District's educational and technological objectives.

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INSTRUCTIONAL TECHNOLOGY TECHNICIAN (Continued)

- (6) Works with district Instructional Technology Specialists to monitor and maintain existing instructional technology systems and projects.
- (7) Works with district Instructional Technology Specialists in developing new instructional technology systems and projects.
- (8) Provides first line trouble shooting for district sponsored instructional technology systems.
- (9) Works collaboratively with school and district administration and school based TSP's to develop, implement and enforce standards, procedures and processes for service and delivery to schools and district locations.
- (10) Ensures that all incidents, work orders and service requests are completed, documented and communicated based on metrics outlined.
- (11) Ensures all projects are implemented in a timely and professional manner.
- (12) Manages project timelines so strategic milestones are achieved.
- (13) Manages service level agreement metrics between internal customers within his area of responsibility.
- (14) Increases job knowledge through training opportunities and self-study.
- (15) Assist other crafts of the department as needed or assigned.
- (16) Demonstrate initiative in the performance of assigned responsibilities.
- (17) Provide for a safe and secure workplace.
- (18) Model and maintain high ethical standards.
- (19) Follow attendance, punctuality and proper dress rules.
- (20) Maintain confidentiality regarding school matters.
- (21) Maintain positive relationships with staff and vendors.
- (22) Communicate effectively with staff and vendors.
- (23) Keep supervisor informed of potential problems or unusual events.
- (24) Respond to inquiries and concerns in a timely manner.
- (25) Prepare all required reports and maintain all appropriate records.
- (26) Follow all School Board policies and department policies and procedures.
- (27) Exhibit interpersonal skills to work as an effective team member.
- (28) Demonstrate support for the School District and its goals and priorities.
- (29) Perform other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 01

*Essential Performance Responsibilities