

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

SYSTEM ADMINISTRATOR - INSTRUCTIONAL TECHNOLOGY [TECHNICIAN]

SALARY SCHEDULE: SSP-11

COST CENTER: INFORMATION TECHNOLOGY (9020)

QUALIFICATIONS:

- (1) Associate's Degree or Technical Institute degree in Computer Science or other related field.
- (2) MCSA (Microsoft Certified Solutions Associate) certification or ability to obtain within six (6) months
- (3) Minimum of three (3) years of IT work experience in directly supporting instructional technology applications.
- (4) Minimum of (1[2]) year[s] of documented experience working administratively with current instructional technology applications such as an LMS, an ILS or state/publisher learning portals.
- (5) Demonstrates a basic knowledge of web programming languages HTML, PHP, ASP, etc.
- (6) Documented experience in maintenance and support of IP based video conferencing systems.
- (7) Demonstrates the ability to setup, configure and troubleshoot enterprise level server operating systems including, but not limited to, Microsoft Server [2003 and] 2008 and 2013.
- (8) 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

INSTRUCTIONAL TECHNOLOGY TECHNICIAN (Continued)

- District's educational and technological objectives.
- (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