

## Vail School District Job Description

**Job Title: DISTRICT OFFICE SITE TECHNOLOGY SPECIALIST**

**Department:** Information Technology

**Reports To:** Chief Information Officer

**FLSA Status:** Exempt

**Level:** 23

**Created:** 3/24/2020

### **SUMMARY**

The District Office Site Technology Coordinator will work with the Chief Information Officer, District Leadership, school and department Site Technology Coordinators, the student data team, office managers, the District's food service vendor, Business Manager, District Safety Coordinator, and Governing Board Members to ensure consistent, efficient, and optimal delivery of technology services in assigned areas.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manages Governing Board Member user accounts on District services, including Directory, Email, Collaboration, Cloud, and other services as needed. Ensures that user accounts are up-to-date, secure, added, and deleted as necessary.
- Manages district office user accounts on District services, including Directory, Email, Collaboration, Cloud, and other services as needed. Ensures that user accounts are up-to-date, secure, added, and deleted as necessary.
- Provides after hours technical support to Governing Board Members and District Office leadership.
- Manages network connectivity at the District Office, including switches, wireless access points, and controllers.
- Advises Chief Information Officer on needed upgrades or additions to network.
- Manages site telephone infrastructure, including phones, voicemail accounts, call handlers (automated greetings), distribution lists, etc. Maintains district wide local E911 system information to ensure proper emergency notification and response.
- Provides District-contracted third-party providers (Aramark, et al) with technology support to provide services within the course of district wide operations.
- Supports and maintain technology-related equipment at district office including computers, printers, equipment, and all electrical components. Manages maintenance and repairs to equipment.
- Maintains records of site technology assets, to ensure asset management and loss prevention. Dispose of obsolete and nonfunctional technology equipment on a timely basis.
- Provides support for district wide communication efforts including district website, newsletters, and mass notification services.
- Serves as liaison for vendors for technology, including all purchase requisitions, quotes, and procurement for the district office.

- Maintains a professional work environment that generates team unity, trust, and collaboration.
- Responsible for planning, coordinating, and completing multiple projects as needed including, but not limited to:
  - Providing Mealtime district wide support for 35 point of sale computers and 15 kitchen computers. Coordinating with Mealtime support and PowerSchool on mapping when new schools are added or changed for data accuracy.
  - Upgrading district wide phone server systems.
  - Distribution of new equipment for district-wide upgrades and maintenance
  - Coordinates rewiring buildings across district.
  - Maintaining E-Check-in and Check-out for state reporting district wide
  - Serving as district wide Info snap contact and liaison for online registration district wide – coordinate with PowerSchool personnel to ensure accuracy of student data mapping
  - Designing, coordinating, maintaining VUSD District wide website including updating with all district office departments and communications department
- Coordinates district wide communication via technology with the communications department.
- Assists Director of Technology in maintaining, running updates, adding plugins, etc. for all school websites district wide.
- Provides regular support to all Site Technology Coordinators district wide
- Provides regular support to office managers and registrars through Info snap district wide.
- Maintains District Office inventory of all technology components.
- Provides technical support and computer maintenance for AZMerit testing for the ATS program.
- Maintains the provision of traditional analog phone lines for fire panels and burglar alarms at all the schools.
- Researches, analyzes, and coordinates delivery of services and completion of projects and programs, as assigned.
- Serves as project support or project lead, as assigned. Receives project documents and compiles a detailed summary that may include a project plan, target date, assigned responsibilities, and takes appropriate steps to ensure the project stays on task through implementation and/or delivery.
- Reviews project proposals with Chief Information Officer and other related departments to determine proper lead time, funding and procurement needs/limitations, procedures for accomplishing project, staffing or resource needs, timely communications to all stakeholders, etc.
- Performs other duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

None.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **EDUCATION and EXPERIENCE**

- Bachelor's Degree in a computer-related field (master's degree preferred) and minimum two years demonstrated experience with similar job responsibilities. Related technology certifications may be considered in lieu of a Bachelor's Degree.
- Experience with the District's technology policies, procedures, and practices related to servers, directory, email, Internet and websites, and telephone systems.
- Experience in working with and supporting a range of software systems/applications and hardware types.
- Or an equivalent combination of relevant education, training, and/or experience as approved by the Chief Information Officer.

### **ABILITIES**

Ability to identify, plan, and coordinate all aspects of assigned activities and responsibilities. Ability to work independently and collaboratively, prioritize work, take initiative, and manage multiple tasks to meet deadlines.

- Ability to work a flexible schedule in order to meet the schedule-related needs of the position. May require working in the early mornings, as well as evenings, or weekends.
- Ability to identify and resolve problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.
- Ability to approach others in a diplomatic and professional manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Ability to respond promptly and appropriately to customer needs, solicits feedback to improve service.
- Ability to adapt to changes in the work environment; manages competing demands; changes approach or method to fit the situation.
- Ability to demonstrate original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; and develops innovative approaches and ideas.

### **LANGUAGE SKILLS**

Ability to listen and obtain clarification. Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Ability to read, analyze, and interpret a variety of correspondence, reports, forms, safety rules, operating and maintenance instructions, procedure manuals, technical procedures, and government regulations. Ability to prepare correspondence, reports, forms, evaluations, and policies; and to respond to common inquiries or complaints using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Ability to effectively communicate to a variety of audiences, including employees, vendors, Governing Board, and the general public.

### **ETHICS, JUDGEMENT, PROFESSIONALISM**

Treats others with respect and dignity. Upholds organizational mission, vision, and values. Demonstrates willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasoning for decisions. Includes appropriate people in decision-making process. Makes timely decisions. Approaches others in a respectful manner. Reacts well under pressure. Accepts responsibility for own actions.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, rates, ratios and proportions to practical situations. Ability to draw and interpret graphs.

### **REASONING ABILITY**

Ability to apply common sense, understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully, developing alternate solutions. Works well in group problem solving situations. Uses reason when dealing with emotional topics and situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Proof of a valid Arizona driver's license and current automobile insurance are required.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must be physically able to operate a variety of equipment and use a variety of tools/implements appropriate for computer, server, telephone, timeclock, point-of-sale machine, and other technology diagnostics and/or repair, and assigned office tasks. While performing duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and move up to 25 pounds and occasionally lift and move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Will be sitting or standing in place for several hours at a time. May work outside in all types of weather. The noise level in the work environment is usually moderate.

### **TRAVEL**

This position requires the employee to be able to travel efficiently between the district office and local or regional destinations. Travel is occasional in the local area with infrequent trips within the state.