Technology Specialist (Network and Hardware)

The Network Specialist will provide design, support and maintenance for district network servers, systems, desktops, laptops, Chromebooks and LAN, WAN, WLAN, and Internet access and filtering.

Provide the technical knowledge and troubleshooting ability to ensure smooth operation of the district network, hardware, programs and software. The Technology Specialist is the primary point of contact for all District faculty and staff needing technical support services (PC, hardware, software, network support, VoIP). This position will provide support and service restoration for daily operations and will lead projects from development through implementation, integration and beyond. Collaborate with all faculty and staff on a daily basis. It is imperative that you are able to build and maintain positive relationships with staff and vendors. At times, may require on-call availability and may require working during non-business hours.

This is a full-time 12 month position.

Experience with operating systems, including: OSX, Active Directory, Windows, Chrome OS (Google Workspace for Education) and management and the ability to analyze and resolve computer related issues (including, but not limited to: networking functions, printers, cabling, program installation, software and hardware performance, Clevertouch, projectors, phones, etc.).

- Assists in the setup, cabling, and hook-up functions as needed for all computers.
- Help setup/configure computers, install programs and create and deploy images as new computers are acquired.
- Troubleshoots and repairs computer equipment.
- Troubleshoots network/hardware problems.
  Diagnoses problems encountered by computer users throughout the district.
- Creates and maintains user experience for Google, Active Directory, Office 365, Adobe and other platforms.
- Keeps track of hardware inventory and software licenses for compliance.
- Completes preventive and regular service work on computers and networks.
- Provides support and reporting on security of network infrastructure.
- Provides security awareness training to staff.
- Provides prompt courteous service to teachers and staff for any computer problem they may have.
- Keeps abreast of emerging operational support technologies and industry trends.
- Helps develop and implement plans for the acquisition and maintenance of hardware and software.
- Disseminates technology-related information throughout the district via news bulletins, electronic mail, presentations at district and building level staff meetings, etc.
- Assists with writing and reviewing the district's technology plan.
- Creates and maintains an inventory of technology resources.

- Assists teachers and staff with school managed software issues as necessary.
- Collaborates frequently with other members of the Technology Team.
- Assists with other duties assigned by the Superintendent.

The following skills/experience would be desired:

- Google Workspace for Education administration
- Active Directory/Windows Server – DNS, DHCP, Group Policy Management
- A good working knowledge of OSX and MDM platforms
- Networking technologies – LAN, WAN Brocade or equivalent L3 switching technology
- Office 365 administration
- Adobe Admin
- Shortel or equivalent VOIP administration
- Large scale deployment
- Student Information System administration (Infinite Campus or similar).