



**POSITION DESCRIPTION**

<b>JOB TITLE: School Technology Instructional Specialist</b> Job Class: <b>1605</b>		
<b>DATE</b>	<b>DEPARTMENT OR SCHOOL</b>	<b>DIVISION</b>
<b>BARGAINING UNIT:</b> ASC		<b>FLSA STATUS:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non exempt
<b>Pay Schedule:</b>	<b>Pay Range:</b>	<b>EEO Category:</b>
<b>POSITION SUMMARY:</b> Collects and maintains district wide database of all intelligent assets with the use of a third party asset management product. Also provides direct support to the school technology support center personnel and training facility in its quest to provide resolutions for networked problems as well as the design and implementation of network training for a wide variety of MPS staff.		

**DESCRIPTION OF THE JOB:** DESCRIBE THE SPECIFIC DUTIES AND RESPONSIBILITIES OF THE JOB AS ACCURATELY AND COMPLETELY AS POSSIBLE. Indicate the approximate percentage of time devoted to each major task or group of related tasks. Identify essential functions of the job with an asterisk (\*) An essential function must meet the following criteria: 1) the reason the position exists is to perform that function, 2) no other employee is available to perform that function, 3) the function is highly specialized, and 4) removing the function would fundamentally alter the job.

1. Collect and maintain a database of WAN connected intelligent devices to provide information and data to effectively manage Milwaukee Public Schools strategic information infrastructure in order to accurately depict and represent the technology data base investment.
2. Provide technical support on LAN and WAN connectivity issues both through MPS Support Center notification and by monitoring network traffic, suggest improvements to enhance capacity. Plan and test network infrastructure changes in such a way as to minimize disruptions and loss of service and by serving as the top level of escalation for network problem resolution.
3. Act as direct contact for supporting Novell OS file server operational characteristics as well as WAN connectivity issues as related to the MPS Sonet. Support will include applying software patches as available, administrative maintenance from remote locations, user import routines for staff and students using Uimport, multiple tree and server environments and consultation on legacy equipment integration.
4. Provide support with Cisco systems switches and routers which may require startup intervention. Also, knowledge of MPS WAN Sonet architecture and routing in order to resolve connectivity problems.
5. Support and train on Novell's ZEN Works 1.1 or higher which MPS has selected to distribute software and update workstations. Creating Novell Application Launcher objects and schedule the distribution of these objects is essential. Also the use of ZEN Works to acquire the equipment asset management information will be utilized as well as extricating the data from ZEN for third party data manipulation.
6. Support, maintain and upgrade the technology support center personnel workstations, administration workstations as well as two training labs.

7. Implement Novell ZEN Works policies required in order to maintain security and prevent desktop disarray.
8. Assist in the development of purchasing standards for routers, hubs, switches and servers and workstations.
9. Coordinate network training course design for end user implementation.
10. Provide technical expertise on installation, upgrading and proper use of Data Watch Quetzal help desk software and its associated pager software Winbeep 32.
11. Provide technical training and support in the use of hard disk imaging software for the purpose of installing images on the common types of school and office computer systems. Network, CD or multicast technology must be used in the dissemination of these images in relation to the desired operating system.
12. Install, configure and maintain both Winnebago and Follet library systems servers.
13. Install and configure servers for the School Management System software both for network and dial up access.
14. Provide technical support in the use of the Etherpeek software program for the monitoring and analysis of network traffic and the slowdowns typical of the Ethernet topology.
15. Attend local, state and national technical seminars, workshops and conferences to expand and update knowledge relative to network topologies.
16. Maintain the Technology Support Centers Microsoft Internet Information Server V4 for supporting the Quetzal web access product for the help desk.
17. Actively supports the MPS Strategic Plan.
18. Perform other duties as assigned.

**SUPERVISION RECEIVED:** (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)

Director, School Technology Support

**SUPERVISION EXERCISED:**

None

**JOB REQUIREMENTS:** 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 ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. State certification in structural pesticide application.

**Education Requirements:**

Bachelor's Degree required, Master's Degree preferred. Novell Certified Network Administrator or equivalent is required.

**Experience Requirements:**

Minimum of five years successful experience in network administration with technical knowledge and experience in configuring a sophisticated network operating system such as Novell or Microsoft NT. Demonstrated knowledge of systems design, documentation requirements, client server systems and data processing. Knowledge of IBM Token Ring, Ethernet and Apple Talk Networks. Prior experience in managing an Internet node and administering a multi protocol network is highly desirable. Minimum of five years successful experience in teaching or school administration.

**Knowledge, Skills, and Abilities**

Effective oral and written communication and presentation skills are required. Skill at organizing resources and establishing priorities. Experience supervising staff and managing budgets is required. Excellent teamwork skills are essential. The ability to develop effective working relationships with diverse individuals at all levels is required. Must have excellent planning and organizational skills. A strong working knowledge of computer applications to include MS Office software, Hyperion, ESIS and the MPS Portal is required. Must be able to juggle numerous responsibilities with varying deadlines. The ability to gather data, compile information and prepare reports is required.

**WORKING ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

General office environment.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

**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 with or without reasonable accommodation.

General office environment, must be able to handle light lifting and occasional standing, bending.

**THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.**

**APPROVALS:**

Supervisor \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Compensation Services Manager \_\_\_\_\_ Date \_\_\_\_\_