



Core Technology Specialist

SUMMARY: Under basic supervision, provides specialist technical support for Core Technology (CT) system users; installs, updates, and maintains Mandan Public School (MPS) desktop/laptop/notebook systems, IP telephony and mobile operating systems, network equipment and infrastructure, and peripheral devices; resolves helpdesk requests, and coordinates equipment and other resources.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Provides experienced technical assistance, technical support, and problem analysis in the use of a wide variety of computer technologies, hardware, mobile systems, peripheral devices, and infrastructure systems; makes appropriate decisions based on experience; job duties may vary according to work assignment and individual skills.
- Configures, installs, and upgrades user computers, desktop/laptop/notebook systems, IP telephony and mobile operating systems, and a wide variety of mobile and peripheral devices; sanitizes and redeploys computers as needed; maintains and updates equipment inventory.
- Responds to the needs and inquiries of users; explains CT issues, deploys solutions, and follows up with users to assure the stability and functionality of the users' systems; performs computer troubleshooting to diagnose problems; analyzes computer functionality; identifies, locates, resolves, and repairs problems within scope of authority; documents call records and results.
- Troubleshoots, identifies, defines, and resolves system problems and user issues; isolates errors, and implements technical solutions to solve problems.
- Installs, configures, maintains, and updates network equipment, servers, databases, components, and systems; installs software upgrades, enhancements, and revised functions; installs and relocates computers and peripheral hardware as directed; consults with supervisor when problems occur which are beyond the skills of the individual, and tracks the problem until it has been resolved.
- Creates and maintains local user accounts and system access for e-mail, file shares and internet; maintains an accurate report of equipment and software malfunctions; performs basic network troubleshooting to diagnose connectivity and security problems; identifies, resolves, and repairs problems within scope of authority; prepares and updates technical documentation; checks and repairs physical wiring and component connectivity.
- Performs duties of network/database administrator as assigned; manages, compiles, manipulates, and reports data for summary reports.
- Maintains and enforces rules on system security and confidentiality of records and information; monitors CT systems, and identifies security issues and violations of MPS policies and guidelines.
- Cross-trains on a variety of CT equipment, technologies, and procedures; trains MPS staff on CT policies, procedures, and security standards.
- Supports the relationship between the Mandan Public Schools and the general public by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and School staff; maintains absolute confidentiality of work-related issues, client records, and School information; follows compliance rules governing child abuse; performs related duties as required or assigned.

MINIMUM QUALIFICATIONS

Education, Training and Experience Guidelines

Associate's Degree in Computer Science or Information Systems, AND three years computer systems support experience, preferably in an educational environment; OR an equivalent combination of education, training, and experience.

Knowledge of:

- MPS policies and procedures.
- Software applications and operating systems used at MPS, including Microsoft OS and MAC OS.
- Administration and maintenance principles of multiple network operating domains, relational databases, and web- and windows-based software applications.
- Structural configuration and operating capabilities of multiple network operating systems.
- Network hardware, software and peripheral equipment troubleshooting techniques.
- Network topologies and protocols, and internet technical knowledgebase services.
- Instructional technology equipment setup procedures and maintenance standards.
- Principles and protocols for the management of MPS electronic information, including system access and data security policies.
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Skill in:

- Working independently in a technical environment with interlinked and changing priorities.
- Providing experienced technical support, and resolving system problems and user conflicts by analysis of problem descriptions from customers.
- Quickly and effectively diagnosing and resolving technical problems in a network environment.
- Responding professionally and effectively to customer service requests and demonstrating excellent customer service skills.
- Using tools, equipment, and effective procedures for repairing computers and CT equipment.
- Installing, repairing, and maintaining computer software, hardware, and peripherals in a multiple operating system environment.
- Operating a personal computer utilizing specialized software, and entering information into a computer system with speed and accuracy.
- Establishing and maintaining effective working relationships with co-workers.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS

A valid North Dakota State Driver's License may be required. Microsoft (MCITP/MCSE/MCSA), Apple (ACSA) and other professional IT certifications are desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a computer laboratory and standard office environment; requires vision capacity to perform fine calibrations and differentiate between colored wires.