



VACANCY ANNOUNCEMENT
Support Staff Position

www.rcs.rome.ga.us

POSITION: **Technology Specialist**

EFFECTIVE DATE: January 2023

JOB DESCRIPTION:

Rome City Schools and its Technology Services Department are a nationally awarded organization for its excellence in the support of digital education practices through enhanced digital tools, superior infrastructure, and unmatched customer service. Our department serves over 1000 staff members and over 6500 students on a daily basis across 15 locations.

The qualified applicant will spend a majority of time serving our customers directly through general work order needs as they are assigned. (anything from laptop/desktop repairs to interactive board troubleshooting, etc.) Duties that may apply are below:

- Maintains confidentiality regarding knowledge of internal operations and infrastructure
- Knowledge and skills in computer maintenance and network operations in technology planning, maintenance and operations
- Openly analyze department practices and make suggestions for improving operations
- Install and configure personal computer equipment and peripherals
- Install and configure necessary software applications
- Work at various sites to troubleshoot issues with servers, network equipment, workstations, printers, software, interactive whiteboards/displays, phones and other equipment
- Ability to operate a computer and to recognize and troubleshoot problems with computer's or related technologies
- Good understanding of networking protocols, hardware and technology
- Provide assistance, direction, and training to users
- Communicate effectively, both orally and in writing
- Effectively repair laptops, computers, etc.

- Provide first and secondary level user technology support for schools and/or administrative buildings including the support of students and staff in the operation of computers, software and peripherals
- Maintains, installs and configures computer equipment, peripherals and software applications
- Maintains routine maintenance and other necessary records or logs
- Facilitates the operation, organization, supervision of the computers, peripherals and software for designated areas
- Assists users in the operation of computers, peripherals, programs and other classroom technology
- Maintains cooperative working relationships and good customer service with those contacted in the course of work
- Assists in the establishment of procedures for computer equipment and software use
- Ensures all computer related devices are operational
- Maintains accurate inventory of records for all equipment and software
- Provides testing, verification and support documentation of new software programs and hardware devices
- Delivers training for computing devices and software to end-users and other support staff
- Documents user instructions for technology devices and software
- Provides escalated support help and team leadership to other technology support personnel
- Other duties as assigned by the director

MINIMUM
QUALIFICATIONS:

- Associate degree or equivalent education preferred
- Minimum of 5 years related technical experience in an enterprise environment preferred
- Knowledge of LAN & WLAN networking basics, hardware/software, telecommunications, multiple operating systems (including Windows 7, 8, 8.1, 10, Server 2008-2021, Mac OS, Google Workspace, Chrome OS, Some Linux and other open source applications), intermediate to advanced knowledge of AD, DNS, DHCP.
- Excellent and professional communication and interpersonal skills
- Valid Driver's License with clear driving record
- Acceptable fingerprint/criminal records check history
- Reliable transportation - Reimbursement for work function mileage available

SCHEDULE &
BENEFITS:

- 12-month work schedule
- Health insurance
- Board-paid (free to employee) life, dental, and vision insurance
- Earned paid vacation and sick leave
- Paid holidays

SALARY: \$40,800-\$58,815 - Based on years of **verifiable** experience.

CONTACT:

*Submit **resume**, as well as, an **RCS application** (attached below)
to:

Angela Newby: anewby@rcs.rome.ga.us

Director of Human Resources
Rome City Schools
508 East Second Street
Rome, Georgia 30161

As well as

Matt Stover: mstover@rcs.rome.ga.us

Director of Technology and Network Services
Rome City Schools
508 East Second Street
Rome, Georgia 30161

Fingerprinting and Criminal Records Check required prior to employment.

The Rome City School System does not discriminate on the basis of color, race, sex, religion, national origin, age or disability in any educational programs or activities or in its employment practices. Any inquiries into the application of the nondiscrimination policy may be addressed to: Dr. Eric L. Holland, Superintendent, Rome City Schools, 508 East Second Street, Rome, Georgia 30161



Rome City Schools Initial Employment Application (Non-Certified Positions)

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address

_____ City State ZIP Code

Phone # _____ Email _____

Date Available: _____ Social Security #: _____

Position(s) you are applying for:

- Clerical Paraprofessional Food Service Bus Driver
- Maintenance Custodian Other _____

Are you legally eligible for employment in the U.S.? YES NO

Have you ever worked for Rome City Schools? YES NO If yes, list year _____

Do you have relatives who are currently employed with Rome City Schools? YES NO If yes, list name _____

Have you ever been dismissed from employment with any employer? YES NO

Have you ever resigned from a position to avoid disciplinary action, termination, or an unsatisfactory performance evaluation? YES NO

Have you ever received an unsatisfactory annual performance evaluation from any employer? (This includes an Ineffective [level 1] or Needs Improvement [level 2] Annual Evaluation utilizing the Teacher/Leader Keys Effectiveness System in the state of Georgia) YES NO

Have you ever been placed on disciplinary probation or been suspended from any position? YES NO

Have you ever been investigated for criminal, unethical, unprofessional, inappropriate or any other conduct by any employer, government agency or police department? YES NO

Have you ever been the subject of an abuse, neglect or sexual misconduct investigation by any employer, state agency or police department? (unless the investigation resulted in a finding that the allegations were unsubstantiated)? YES NO

Have you ever had any adverse action (warning, reprimand, probation, suspension, revocation, voluntary surrender, etc.) taken against any professional certificate of occupational license by any agency? YES NO

If you answered 'YES' to any of the above questions, please explain:

Additional Notes Attached

Education and Professional Training

High School: _____ City & State: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ City & State: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ City & State: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Professional References

Please list three professional references.

Name	Phone #	Email Address	Occupation

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge. If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature: _____ Date: _____

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Superintendent
Rome City School System
508 East Second Street
Rome, GA 30161

OFFICE USE ONLY: