

**North Central Educational Service District**  
**Job Description – Technology Specialist**

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**Title:** Technology Specialist  
**Department:** Technology  
**Classification:** Confidential  
**Supervised by:** Superintendent  
**Work Year:** 260 Days or Assigned by Superintendent

**Position Purpose:**

This position is responsible for assisting with the installation, maintenance and repair of technology equipment and software for the purpose of continued function and enhancement of technology in the education environment.

**Job Qualifications: Education and Experience:**

- Minimum of a High School diploma or equivalent required; BS/MS or Vocational Certification in Technology preferred
- At least three years of recent experience working in the support of computers, servers, and LANs
- One additional CompTIA certification or equivalent (e.g., Network+, Linux+, or Server+)
- Advanced working knowledge of Windows, Apple, DOS, and Linux
- Advanced technical expertise with the setup and operation of technology hardware and software
- Ability to work independently and with students and staff in a team setting
- Advanced knowledge of network and communication systems
- Ability to communicate and implement effective problem-solving techniques
- To perform job successfully, an individual must be able to perform each essential duty satisfactorily
- Ability to effectively manage several on-going projects at one time.

**Licenses, Certifications, Bonding, and/or Testing Required:**

- CompTIA A+ certification or equivalent
- Criminal Justice Fingerprint Clearance
- Valid Driver's License and evidence of insurability
- Successfully pass district background and drug screening

**Essential Job Functions:**

1. Identifies and resolves technical problems following the ADPIE process (Assessment, Diagnosis, Planning, Implementation, and Evaluation)
2. Completes continuing education as pertains to job responsibilities
3. Work in collaboration with Director of Technology – Columbia Gorge Educational Service District
4. Develops and organizes documentation of technology operations for peer and customer use
5. Assists with management of data back-up processes
6. Installs, maintains, and troubleshoots cable, fiber, and wireless network equipment and cabling
7. Assists with server and workstation configuration and installation
8. Assists with connectivity and repair of communication systems
9. Maintains and operates technology equipment in an efficient manner that minimizes down-time
10. Coordinates with authorized personnel for repair of hardware and software
11. Assists with software and hardware upgrades and staff training

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*Updated March 18, 2019*

12. Maintains and operates remote connectivity equipment
13. Maintains intermediate technical skill level with networking, communication, and server systems
14. Participates in support task identification and scheduling that minimizes service interruption
15. Assists with overall network performance monitoring, analysis and status reporting
16. Assists with the maintenance and operation of video conferencing systems
17. Provides assistance to other public agencies as directed
18. Corresponds with district staff and stakeholders via email
19. May be asked to translate, if applicable
20. Completes other technology support tasks as assigned

**Knowledge, Skills, and Abilities:**

- Substantial knowledge and experience in Internet related technologies including firewalls, routers, proxies, filters, DNS, HTTP, and FTP and DHCP and Dial-up
- Substantial knowledge and experience in networking protocols, topologies, and deployment and configuration of switches, routers, and network cabling related components
- Advanced knowledge and experience in the installation, support, and troubleshooting of desktop operating systems
- Advanced knowledge of integrating desktop operation systems and software applications with Novell and Microsoft network operating systems and AS 400 systems
- Knowledge in the operation and administration of disaster prevention and recovery strategies
- Significant experience and advanced knowledge in network user administration; network security administration, and specific operating techniques for GroupWise, Novell, Linux, and Microsoft network and disk operating systems
- Assists with student information system server administration

**Educational Skills:****Language & Communication:**

- Ability to comprehend, interpret and explain pertinent laws, rules, regulations, policies and procedures.
- Ability to read and comprehend instructions, correspondence and memos.
- Ability to speak effectively with other employees and/or students
- Ability to effectively present information and respond to questions from groups of administrators, managers, employees, clients, customers, and/or the general public
- Ability to write reports, business correspondence, school handbooks and procedure manuals.
- Ability to effectively present information and respond to questions from individuals or groups.

**Mathematical:**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret graphs.
- Ability to apply concepts of basic algebra and geometry.
- Ability to make accurate mathematical computations or apply standardized statistical procedures manually or by device.

**Reasoning Ability:**

- Ability to solve practical problems and deals with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

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## Workplace Expectations:

- Work effectively with and respond to people from diverse cultures or backgrounds.
- Demonstrate professionalism and appropriate judgment in behavior, speech and dress in a neat, clean and appropriate professional manner for the assignment and work setting.
- Have regular and punctual attendance.
- Confer regularly with other ESD staff, ESD Districts, and immediate supervisor.
- Follow all District policies, work procedures and reasonable requests by proper authority.
- Maintain the integrity of confidential information relating to a student, family, colleague or District patron.

## Physical Requirements:

### 1. In an eight-hour day employee may:

- |               |                               |                                  |   |   |
|---------------|-------------------------------|----------------------------------|---|---|
| a. Stand/Walk | <input type="checkbox"/> None | <input type="checkbox"/> 1-4 hrs | <input checked="" type="checkbox"/> 4-6 hrs | <input type="checkbox"/> 6-8 hrs            |
| b. Sit        | <input type="checkbox"/> None | <input type="checkbox"/> 1-3 hrs | <input type="checkbox"/> 3-5 hrs            | <input checked="" type="checkbox"/> 5-8 hrs |
| c. Drive      | <input type="checkbox"/> None | <input type="checkbox"/> 1-3 hrs | <input checked="" type="checkbox"/> 3-5 hrs | <input type="checkbox"/> 5-8 hrs            |

### 2. Employee may use hands for repetitive:

- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Single Grasping | <input checked="" type="checkbox"/> Pushing and Pulling | <input checked="" type="checkbox"/> Fine Manipulation |
|---|---|---|

### 3. Employee may use feet for repetitive movement as in operating foot controls:

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
|------------------------------|--|

### 4. Employee may need to:

- |                 |  |                                       |                                     |
|-----------------|--|---------------------------------------|-------------------------------------|
| a. Bend         | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally | <input type="checkbox"/> Not at all |
| b. Squat        | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally | <input type="checkbox"/> Not at all |
| c. Climb Stairs | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally | <input type="checkbox"/> Not at all |
| d. Lift         | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally | <input type="checkbox"/> Not at all |

### 5. Lifting:

☐ **Sedentary Work:** Lifting 10 pounds occasionally with frequent sitting and occasional standing/walking.

☐ **Light Work:** Lifting 20 pounds occasionally with frequent sitting and occasional standing/walking.

☐ **Medium Work:** Lifting 50 occasionally, 25 pounds frequently with occasional sitting and frequent standing/walking.

☒ **Medium Heavy Work:** Lifting 75 pounds occasionally, 35 pounds frequently with occasional sitting and frequent standing/walking.

☐ **Heavy Work:** Lifting 100 pounds occasionally, 50 pounds frequently with occasional sitting and frequent standing/walking.

## Mandatory Child Abuse Reporting

As mandatory reporter (ORS.419b.010) you are required to immediately report to Law Enforcement and or Department of Human Services, any instances of suspected child abuse.

## Agreement

The statements contained herein reflect general details necessary to describe the principle functions required of this position, the level of knowledge and the skill typically required and the scope of responsibility.

I, \_\_\_\_\_ have read and received a copy of this job description. I understand the expectations required for this position and that a copy of this job description will become part of my personnel file.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date