LEAD IT SYSTEMS SPECIALIST

Purpose Statement:

The Lead IT Systems Specialist provides District users with a high level of technology support as well as provide maintenance and administrative functions for various district server and network systems. Duties include: troubleshoot and repair district server and network systems, respond to technology and data processing inquiries, training and support on a wide range of technology hardware and software tools. The Lead position serves as liaison and troubleshooter between technology, site staff and district based Technology and Data Processing departments.

Essential Functions

1. Participate in the administration and maintenance of the server side of software systems and databases, including VMWare, Microsoft Active Directory, SQL Server, Linux and Windows Servers.
2. Participate in the administration of all network systems, including firewall, switches, content filters, wifi controllers, RADIUS servers, VOIP servers, cabling and other network components.
3. Participate in the administration of email and cloud-based productivity software (e.g., Google Apps for Education). Respond to inquiries about email and cloud-based productivity accounts from district staff.
4. Support District staff with required technology, (e.g. server and computer hardware, peripherals, software, laptops, network connections, mobile devices etc.).
5. Coordinate training and services of site-based Technology Specialists and serve as liaison between sites and the district office.
6. Assist sites with site specific software; both implementation and maintenance. Ensure network compatibility with these products. Provide training, technical support, and maintenance as needed to users of various District hardware, software, and system applications, current as well as migrated modules (e.g. software for SIS, Finance and Human Resources).
7. Utilize imaging and configuration software systems, install and configure staff computers such as Chromebooks, Macbooks, Windows laptops and other end user devices.
8. Participate in the evaluation and acquisition of new software/hardware; assist with the implementation of system upgrades and installations as directed.
9. Serve as troubleshooter for implementation and ongoing function of site and district based software programs.
10. Represent the district and Technology Department at various meetings and committees to ensure software needs are met and the required data is provided.
11. Oversee operations of technology support to ensure efficiency of desktop application training; train and support assigned personnel.
12. Travel to various District sites to assist users with above required services.

Job Requirements; Minimum Qualifications

Skills, Knowledge and Abilities
SKILLS are required to perform multiple technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: advanced understanding of networks and server systems, understanding of network and telecommunications topology and protocols, system integration, ability to troubleshoot and diagnose technology hardware and software, and administration of complex enterprise collaboration and productivity systems.

KNOWLEDGE is required to read and process technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job include: methods, tools and equipment used in the installation and service of hardware and software; computer operating systems and an advanced understanding of network technology, VMWare (certification preferred), Brocade/Cisco network administration (CCNA or BNE certification preferred), Active Directory (MCSA or MCSE preferred).

ABILITY to schedule activities and/or meetings; often gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a variety of types of job-related equipment. In working with others, problem solving may be required to identify issues and select action plans.

Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific abilities required to satisfactorily perform the functions of the job include: establishing and maintaining effective working relationships; being attentive to detail; communicating with diverse groups; meeting deadlines and schedules; setting priorities; developing logical conclusions and effective solutions; and working with detailed information/data.

Responsibility
Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the Organization's services.

Working Environment
The usual and customary methods of performing the job's functions require the following physical demands: Occasional lifting, carrying, pushing and/or pulling; and significant fine finger dexterity. Generally the job requires 70% sitting, 10% walking and 20% standing.

Drivers license required. Must be willing and able to travel to multiple sites and/or locations to carry out the functions of the position.

Experience   Five years increasingly responsible job related experience is required.

Education   High School Diploma or equivalent. Additional training/education in the field of technology is preferred.

Required Testing	**Certificates & Licenses**
Pre-employment Proficiency Test	Valid Driver's License (required), MCSE or MCSA (preferred), VMWare (preferred), Brocade/Cisco (preferred)

Continuing Educ. /Training	**Clearances**
None Specified	Criminal Justice/ Fingerprint Clearance Tuberculosis Clearance

FLSA Status	**Approval Date**	**Salary Grade**
Non Exempt	January 25, 2018	Classified 30