Davis Joint Unified School District Job Description

Position: Information Technology Specialist IV - Education Specialist	Salary Range: 40

Summary

Performs a wide range of tasks necessary for the operation of a District-wide Learning Management System (LMS). Performs a wide variety of complicated diagnostic inspection and support on standalone and networked district computer hardware and software in support of the LMS. Provides support and technology training for ITS I staff as well as other staff as assigned.

Distinguishing Characteristics

Information Technology Education Specialist works primarily in the LMS, but may support multiple areas and on multiple departmental applications. The position is capable of basic to advanced TCP/IP network connectivity troubleshooting, basic to advanced desktop/laptop hardware and software diagnostics.

Essential Duties and Responsibilities

- Responds to technology work order requests regarding advanced questions and problems with usage of district computer hardware, standard software, and input and output of documents, data, and telecommunications to and from those computing systems. Examples of software include, but are not limited to education-specific programs supporting curriculum, accounting applications, word processing, spreadsheets, graphics, desktop publishing, bibliographic search, web browsers, and electronic mail
- Document all correspondence, work progress and/or incidence resolution to the technology work order system
- In small group settings or on a one-to-one basis, instructs and illustrates the use of a variety of administrative and educational software
- As assigned, participates in implementation of network systems under the guidance of the Network Administrator. Provides other ancillary support to the Network Administrator, Systems Administrator/Programmer, and other Technology staff as requested.
- Requires the ability to comprehend and follow district standards, policies and procedures
- Oversees all implementation, support and training for District Learning Management System (LMS)
- Facilitates the work of instructional teaching teams that supports all staff with the District LMS
- Works with District Leadership to host virtual webinars and meetings
- Works with District Leadership to disaggregate survey and other data, creating visuals, charts, graphs, etc. and put them into presentation format
- Creates and maintains video and website content to support instructional technology for staff, students and families
- Requires the ability to comprehend and follow district standards, policies and procedures
- Provides ongoing training and support for ITS I staff and Google Trainers at all sites
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

Requires advanced technical knowledge of computer operating systems in a managed, networked environment. Requires ability to understand and manage all components of a Learning Management System. Strong communication, interpersonal, technology and presentation skills are essential, and familiarity with instructional practices is required. Requires demonstrated skill in video and website content creation. Requires basic knowledge of network protocols in a TCP/IP environment sufficient to troubleshoot routine connectivity issues. Requires knowledge of secure computer configuration, operations, and maintenance. Must be capable of understanding and following district protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires skills to conduct on-the-spot training as well as technical assistance.

Abilities

Must be able to perform all of the relevant duties of the position with minimal supervision. Must be able to operate computers, printers, and peripheral equipment. Requires the ability to analyze a variety of technical problems and to develop and apply appropriate solutions, including those involving networked computer systems. Must be able to read, understand and apply information from technical manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules. Must have a minimum typing speed of 35 words per minute with a high degree of accuracy in order to facilitate timely written correspondence and documentation. Ability to prioritize department assignments of tasks and tickets in the absence of management, and ability/desire to provide support and technology training for district staff as assigned. Proven record of high levels of customer service.

Physical Abilities

Position involves carrying and lifting up to 50 lbs., and the ability to be mobile and work in a variety of positions (including, but not limited to, under desks or in tight locations with limited accessibility). Requires visual acuity to read numbers, letters and images; depth perception, hand and finger dexterity to use a computer keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear and carry on routine conversations with minimal voice projection.

Education and Experience

The position requires an Associates Degree or higher. Requires two years of course work in computer hardware, computer software, computer operating systems and data communications technology. Experience with a learning management system, video/website content creation and work in a K-12 instructional environment preferred.   Additional college level coursework or work experience in the field may substitute for higher education requirements.

License and Certification

 A valid California driver's license with a clean driving record may be required. Requires industry certification such as: *MCDST*, *MCITP: Enterprise Support Technician*, CompTIA *A+,* CompTIA *Network+,* CompTIA *Security*