EAU CLAIRE AREA SCHOOL DISTRICT

JOB DESCRIPTION

Job Title	Senior Information Technology Specialist
Department	Information Technology
Reports To	Director of Technology
Classification	Classified
Location	
Salary	On Schedule
Length of Contract	12 Months

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The Senior Information Technology Specialist will assist with operations, troubleshooting, and maintenance of the technology infrastructure and systems of the Eau Claire Area School District.

Essential Job Functions

- Provide coverage and support for Network operations and Information Technology Department as directed by supervisor.
- Provide technical support for the District web presence.
- Monitor and maintain District servers.
- Analyze log files and investigate and correct or record errors that are discovered.
- Monitor district server and data backup processes.
- Configure network devices as directed.
- Work with systems for endpoint device management. Includes software distribution, updates, patching virus protection, and imaging.
- Assist with network account creation and troubleshooting.
- Develop and maintain scripts and programs that automate repetitive tasks and data transfer in the Network Operations Center.
- Clearly document features, technical specifications, and infrastructure requirements for self-produced technical work and job processes.
- Provide management and administrative support of digital communication systems; including training and orientation for staff and administrations. This may include service to partner organizations.
- Ensure that helpdesk tickets are closed or escalated promptly.
- Ensure regularly scheduled technical tasks are accomplished on time.
- Monitor industry trends, technologies, and standards.
- Research, recommend, and apply new technologies as they emerge.
- May be required to travel between district buildings.
- May be required to attend off-site training and industry conferences.

EAU CLAIRE AREA SCHOOL DISTRICT

Ancillary Job Functions

- Participate in professional development and lifelong learning endeavors.
- Provide guidance and training to technicians as directed.
- Performs other related duties as assigned.

Required Qualifications – Required qualifications to effectively perform the job at the time of hire. An equivalent combination of education, training, and experience will be considered. Additional requirements and/or substitutions may be requested and require the approval of HR.

- Associate Degree in a network or computer related field or equivalent working experience.
- A working knowledge of the current Microsoft Windows Desktop, Server, and Network Operating Systems.
- A working knowledge of programming forms and implementing scripts using languages such as PowerShell, ASP, Visual Basic, CV Script, Visual Studio, .NET,, etc.

Preferred Qualifications – Highly desired education, training, and/or experience that may be helpful in performing the job, if applicable.

- Minimum two years of experience supporting end-user networks in a Microsoft environment.
- Minimum two years of experience supporting a LAN/WAN environment, preferably with Cisco devises.
- Completion of Interconnecting Cisco Networking Devices classes I-IV or equivalent.
- Completion of Microsoft Server and Workstation classes.
- A working knowledge of the following:
    - Internet protocols, VPN and Firewalls.
    - VMware or similar virtualization technology.
    - Support of network print systems and servers.
    - Network trouble shooting, monitoring, and maintenance tools and techniques.
    - Basic web technologies such as Microsoft IIS and TomCat.
    - Encryption and certificates.
    - Active Directory and LDAP integration.
    - Device management software such as SCCM, Casper, Google Administration.
    - SQL servers and SQL query language.
    - IP Telephony.
    - Office 365 services including SharePoint.

Knowledge, Skills, and Abilities – May be representative, but not all-inclusive, of those commonly associated with this position.

- Ability to work independently with minimal supervision
- Ability to communicate clearly with individual computing users on all levels – in small groups, one on one and in writing.
- Ability to focus on detailed work for extended periods of time.
- Demonstrated ability to develop and deliver multiple assignment son time, and maintain an efficient/timely daily work schedule.
- The ability to effectively document technical work.

- Must be open to cross-training and have flexibility in duties as assigned.
- Focus all actions and decision making in alignment with the ECASD Vision, Mission, and Strategic Plan.
- Create and support an environment that focuses on value added learning.
- Demonstrate the ECASD values of commitment, collaboration, trust, respect, excellence, and accountability.
- Promote excellence through continuous process improvement and the creative pursuit of new ideas, partnerships, and systems.
- Demonstrates commitment to service excellence standards.
- Work collaboratively with colleagues and community partners.
- Plan, communicate, motivate, measure, and lead effectively

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Normal office environment and moderate noise levels.

Physical Requirements – The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Frequently required to sit and work at desk/computer for extended periods of time.
- Must be able to have repetitive wrist/hand/finger movement to work on computer and/or related office equipment.