

Job Title: Technology Device Specialist
Department: Technology
Reports To: Technology Support Coordinator
FLSA Status: Non Exempt
Salary Schedule: MN lane 08



SUMMARY

The Technology Device Specialist plays a crucial role in ensuring the smooth operation and security of technology across all school campuses. The Specialist provides comprehensive support by building device images, responding to hardware repair requests, maintaining transparency of repair costs and hardware life cycles, assisting in device management, and installing software. The Specialist also configures devices, troubleshoots various systems, manages the district-wide library of configured endpoint operating systems and images, and maintains image deployment and management servers. They ensure these images meet the security standards defined by the Information Security Officer. Additionally, the Technology Device Specialist may perform on-site technology support and maintain familiarity with the district's schools and their technology infrastructure.

ESSENTIAL DUTIES AND RESPONSIBILITIES *may include the following. Regular, reliable worksite attendance and timeliness is an essential job function to perform the essential duties and responsibilities of the position. While this job description attempts to outline all essential duties of the position, the description is not a contract and the job functions are subject to change at the organization's discretion. Other duties may be assigned.*

Troubleshoots and resolves issues with all current operating systems to ensure optimal performance and user satisfaction.

Installs, configures, and troubleshoots a variety of system and operational software programs as well as hardware components to ensure seamless functionality.

Provides training and guidance to WCSD employees on the basic use of software tools, including operating systems, Microsoft Office, Google Apps, and cloud-based utilities to enhance their technical proficiency.

Prepares and maintains detailed documentation of support activities, training sessions, system configurations, and other relevant information to ensure accurate records and knowledge sharing.

Manages support tickets through the ticket work order request system, ensuring timely resolution and providing detailed updates upon ticket closure.

Responds promptly to Help Desk requests, providing accurate information and solutions for both software and hardware inquiries.

Maintains comprehensive records on school technology equipment, including inventory details, repair status, reassignment information, and data required for school technology budgeting.

Collaborates with Technology Support Advocates at cone sites to address and fulfill the need for new technology in buildings or locations.

Sets up computer labs and other technological equipment in schools to support educational activities.

Maintains and troubleshoots servers, computers, and other technological devices, ensuring all systems and operational programs are installed and functioning correctly.

Train staff and troubleshoot issues related to FOG Project imaging services to ensure efficient deployment and management of device images.

Actively participates in district-level technology training, collaboration sessions, and meetings to stay updated on best practices and new technologies.

Builds device images for deployment, ensuring they meet the security standards defined by the Information Security Officer.

Manages the district-wide library of configured endpoint operating systems and images.

Maintains image deployment and management servers.

Assists in device management and software installation.

Repairs electrical components by soldering, including through-hole and surface mount soldering techniques, to ensure proper functionality and safety.

Performs on-site technology support and maintains familiarity with the district's schools and their technology infrastructure.

Works closely with and reports to the Technology Support Coordinator to ensure alignment with WCSD technology goals and initiatives.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

KNOWLEDGE, SKILLS, ABILITIES, AND QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must demonstrate an acceptable level of maturity, good judgment, and emotional stability.*

In-depth knowledge of current operating systems (e.g., Windows, macOS, Linux), common software applications (e.g., Microsoft Office, Google Apps, cloud-based utilities), and computer hardware components and peripherals.

Basic knowledge of networking concepts and internet connectivity.

Familiarity with FOG Project imaging services and tools.

Awareness of security standards and practices.

Knowledge of proper documentation techniques and standards.

Strong skills in diagnosing and resolving hardware and software issues.

Ability to install, configure, and maintain software and hardware components.

Excellent verbal and written communication skills for interacting with staff, preparing documentation, and providing training.

Skill in providing training and support to district employees on software tools and systems.

Effective skills in managing multiple support tickets and tasks efficiently.

Ability to work collaboratively with other technology personnel and stakeholders.

Capacity to quickly adapt to new technologies and changing environments.

Strong orientation towards customer service to assist and support district employees effectively.

Ability to assist with and contribute to major technology projects within WCSD.

Capability to handle physical tasks such as setting up labs, repairing equipment, and soldering components.

Knowledge of electrical circuits.

Ability to solder using through-hole or surface mount techniques.

Keen attention to detail in maintaining records, documentation, and ensuring accuracy.

Demonstrated ability to organize and work effectively with other people.

Demonstrated ability to set and meet timelines.

Ability to read, write, and communicate effectively in English, including interpreting documents such as safety rules, operating and maintenance instructions, and procedure manuals; writing routine reports and correspondence; and speaking effectively before groups of employees.

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.

Ability to apply common sense understanding to carry out essential duties of this position.

Ability to carry out instructions furnished in written, oral, or diagram form. Ability to troubleshoot and solve problems involving concrete variable situations. Ability to define problems, collect data, establish facts, and draw valid conclusions.

EDUCATION and/or EXPERIENCE

Associate Degree or equivalent related experience.

Candidates must have at least one year of related experience and/or training in hardware repair, troubleshooting and device management. Candidates must have at least a basic understanding of TCP/IP addressing and access.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have and maintain an active Utah Driver's License. Must complete Utah Risk Management Defensive Driver training every two years. (Utah Code R31-1)

PHYSICAL DEMANDS *The physical demands described here 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 the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, use fingers and hands to handle, talk, and hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Prepared By: Director of Operations and Security			Date: 07/08/2024
Approved By: Assistant Director, Human Resources			Date: 07/11/2024
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EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT:

By signing below, I acknowledge that I have received a district approved position description for my current position. I understand it is my responsibility to review the position description and direct any questions regarding the position description to my department supervisor or the Human Resources Department.

Print Name:	Date:
Employee Signature:	