

## SCHOOL BOARD OF ALACHUA COUNTY, FLORIDA

### SPECIALIST -- DATA COMMUNICATIONS

#### JOB DESCRIPTION

**JOB CODE:** 650321, 650334, 820321      **BARGAINING UNIT ELIGIBILITY:** Yes

**FLSA:** Exempt      **PAY GRADE:** 29

**SALARY SCHEDULE:** Education Support Professionals

#### QUALIFICATIONS:

- (1) Associate's Degree from an approved accredited educational institution with applicable certifications; or
- (2) Minimum of three (3) years successful experience in electronics or related field.
- (3) An equivalent combination of education and/or experience with applicable certifications.
- (4) A+ Certification, preferred.
- (5) Valid Florida Driver's license.

#### KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of modern and complex principles and practices of computer and network systems management, analysis, design, installation, integration and maintenance. Ability to do intricate multi-tasking in a fast paced environment. Ability to locate, read, interpret and apply complex technical publications, manuals, and other documents. Ability to learn various complex commands, procedures and standards involved with support and repair for the use of computers and networking for the school district. Ability to accurately evaluate and prioritize hardware and software requests. Knowledge of and skills with Windows Active Directory, PC/Mac operating systems, and server operating systems. Ability to communicate effectively both orally and in writing. Ability to establish and maintain effective working relationships with school and district staff, administrators and outside agencies. Work independently as well as with a team. Ability to adapt to a changing environment in the areas of products and technology. Ability to operate a motor vehicle. Ability to use hand tools.

#### REPORTS TO:

Work-Site Supervisor

#### JOB GOAL

To provide safe and efficient support/repair of computer and server hardware, peripheral equipment, networks, and software for the District.

#### SUPERVISES:

N/A

#### PERFORMANCE RESPONSIBILITIES:

- \*(1) Deliver, set-up, install, operate, configure, troubleshoot, and provide support/repair for a variety of highly technical computer equipment, peripherals and software within established standards and district guidelines for administrative/instructional computers on multiple hardware platforms.

## SPECIALIST -- DATA COMMUNICATION (Continued)

- \* (2) Attach computers and other devices to network, test connectivity/troubleshoot through the use of software and other tools.
- \* (3) Install and configure system and application software on computers and/or file servers by creating images and/or install jobs via mass deployment solutions (Altiris, Landesk, or others).
- \* (4) Maintain, manage, and monitor multiple databases. Develop database backup and recovery routines. Conduct database performance monitoring and tuning. Establish database standards and procedures.
- \* (5) Provide technical support and orient teachers and staff on the use of hardware, software, and peripheral equipment. Including audiovisual equipment.
- \* (6) Create and update district trouble tickets appropriately. Work with HelpDesk systems and procedures as appropriate to determine and resolve problems received from teachers or staff.
- \* (7) Provide second level support on desktops/servers, application/software and domain level issues via district trouble tickets.
- \* (8) Perform systems monitoring and daily health checks for district servers. Assist in developing and maintaining a preventive maintenance program for backup and recovery routines.
- \* (9) Provide emergency repair service as directed.
- \* (10) Communicate with District Instructional Technology personnel to maintain proper and correct District standards.
- \* (11) Install, maintain and use network monitoring and network analyzing tools.
- \* (12) Identify potential network security threats and respond to security violations.
- \* (13) Serve on school/district committees as required or appropriate.
- \* (14) Travel to work-site as assigned and maintain a vehicle trip log.
- \* (15) Maintain daily vehicle logs.
- \* (16) Adhere to applicable safety standards.
- \* (17) Attend all staff meetings and workshops.
- \* (18) Assist with maintaining a clean and orderly environment.
- \* (19) Be knowledgeable of and adhere to Board policies and departmental procedures.
- \* (20) Communicate effectively with staff members, administrators and other contact persons using tact and good judgment.
- \* (21) Demonstrate initiative in identifying potential problems or opportunities for improvement. Keep supervisor informed of potential problems or unusual events.
- \* (22) Demonstrate initiative in the performance of assigned responsibilities.
- \* (23) Demonstrate support for the school district and its goals and priorities.
- \* (24) Exhibit interpersonal skills to work as an effective team member.
- \* (25) Follow attendance, punctuality and proper dress rules.
- \* (26) Maintain confidentiality regarding school/workplace matters.
- \* (27) Maintain expertise in assigned area.
- \* (28) Manage time efficiently.
- \* (29) Model and maintain high ethical standards.
- \* (30) Participate in cross-training activities as required.
- \* (31) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.
- \* (32) Prepare all required reports and maintain updated and accurate records.

## **SPECIALIST -- DATA COMMUNICATION (Continued)**

- \* (33) Represent the District in a positive and professional manner.
- \* (34) Respond to inquiries and concerns in a timely manner.
- (35) Perform other duties as assigned.

*\*Essential Performance Responsibilities*

### **PHYSICAL REQUIREMENTS:**

Heavy Work: Exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force and/or up to 20 pounds of force as frequently as needed to move objects.

### **TERMS OF EMPLOYMENT:**

- Salary and benefits shall be paid consistent with the Board's approved salary schedule.
- Length of the work year and hours of employment shall be those established by the Board.

### **EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

### **Job Description Addendum No. 01**

Adopted 8/2/11