



# ASSOCIATE - TECHNOLOGY NETWORK SUPPORT

## SUMMARY/SCOPE/GOAL

Responsible for the deployment, maintenance, and updates of computers at the school level, consistent with district standards and timelines. Support the district's strategic plan and technology plan. Provide outstanding customer support and training for the district and the school's hardware and software.

## QUALIFICATIONS

### ASSOCIATE I – TECHNOLOGY NETWORK SUPPORT

#### **EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:**

##### **REQUIRED:**

- BA/BS in Information Technology or related field. Unrelated BA/BS with the recommendation of the Director of Information Technology and concurrence of the Chief Information Officer (CIO.)

##### **PREFERRED/DESIRED:**

- Two (2) years customer support, applications support, and/or technical support.

#### **CERTIFICATIONS AND LICENSES:**

##### **REQUIRED:**

- Information technology related certification (see addendum) must be achieved within 90 days of hire and maintained or improved for continued employment.
- Valid Florida Driver's License

**OR**

#### **EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:**

##### **REQUIRED:**

- AA/AAS/AS from accredited institution.
- Four (4) years of relevant experience with at least one (1) year of applied experience in helpdesk, end-user customer support, IT technician, or similar functions. Direct and relevant experience may substitute for degree (2 for 1) in addition to required experience with the recommendation of the Director and concurrence of the Chief Information Officer (CIO).

#### **CERTIFICATIONS AND LICENSES:**

##### **REQUIRED:**

- Information technology related certification (see addendum) must be achieved within 90 days of hire and maintained or improved for continued employment.
- Valid Florida Driver's License

**OR**

#### **EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:**

##### **REQUIRED:**

- Eight (8) years of relevant experience with at least four (4) years' experience in enterprise computer fleet management or server/datacenter/cloud-datacenter management, and at least two (2) years' experience end-user customer support required with the recommendation of the Director and concurrence of the Chief Information Officer (CIO).

#### **CERTIFICATIONS AND LICENSES:**

##### **REQUIRED:**

## ASSOCIATE - TECHNOLOGY NETWORK SUPPORT

- Possess information technology related certification (see addendum) and maintain/improve for continued employment.
- Valid Florida Driver's License

### **ASSOCIATE II – TECHNOLOGY NETWORK SUPPORT**

#### **EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:**

##### **REQUIRED:**

- BA/BS in Information Technology related field. Unrelated BA/BS with the recommendation of the Director of Information Technology and concurrence of the Chief Information Officer (CIO.)
- Three (3) years of relevant experience with at least two (2) years' experience in deploying, maintaining, and managing large computer fleets, managing virtual servers, and supplying end-user customer support and training. Direct and relevant experience may substitute for degree (2 for 1) in addition to required experience with the recommendation of the Director and concurrence of the Chief Information Officer (CIO).

#### **CERTIFICATIONS AND LICENSES:**

##### **REQUIRED:**

- Information technology related certification (see addendum) must be achieved within 90 days of hire and maintained or improved for continued employment.
- Valid Florida Driver's License

**OR**

#### **EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:**

##### **REQUIRED:**

- AA/AAS/AS from accredited institution.
- Five (5) years of relevant experience with at least two (2) years' experience in deploying, maintaining, and managing large computer fleets, managing virtual servers, and supplying end-user customer support and training. Direct and relevant experience may substitute for degree (2 for 1) in addition to required experience with the recommendation of the Director and concurrence of the Chief Information Officer (CIO).

#### **CERTIFICATIONS AND LICENSES:**

##### **REQUIRED:**

- Information technology related certification (see addendum) must be achieved within 90 days of hire and maintained or improved for continued employment.
- Valid Florida Driver's License

### **ASSOCIATE III – TECHNOLOGY NETWORK SUPPORT**

#### **EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:**

##### **REQUIRED:**

- BA/BS in Computer Science, Information Technology, or closely related field. Unrelated BA/BS with the recommendation of the Director of Information Technology and concurrence of the Chief Information Officer (CIO.)
- Five (5) years of relevant experience with at least two (2) years' experience in deploying, maintaining, and managing large computer fleets, managing virtual servers, and supplying end-user customer support and training.

## ASSOCIATE - TECHNOLOGY NETWORK SUPPORT

- OR
- BA/BS in Education
- Five (5) years of experience managing computers and students in a classroom or media center environment with a 1:1 ratio of students to computers.

### **CERTIFICATIONS AND LICENSES:**

#### **REQUIRED:**

- Possess information technology related certification (see addendum) and maintain/improve for continued employment.
- Valid Florida Driver's License

Career Ladder position are advertised under the PAR title code and level is determined by credentials. Movement between levels may be requested once per year per individual and only during stated dates. Movement between levels is predicated on the achievement of prescribed and tangible credential advancement, must be recommended by the department Director (additional considerations include employee performance, skill mastery, initiative, and budget availability), and the approval of the Cabinet Level Approver.

### **PERFORMANCE RESPONSIBILITIES**

#### **ESSENTIAL FUNCTIONS:**

The tasks/competencies listed below represent most of the time spent working in this position. Supervisor may assign additional tasks within the scope of this classification as necessary.

1. Provide prompt, courteous, outstanding customer support to all school staff. .
2. Provide training to all school staff on the effective use of technology in the classroom and work environment.
3. Deploy, manage, maintain, and update end-user PCs, tablets, AV equipment, and instructional technology equipment.
4. Act as liaison between school and district personnel regarding information technology.
5. Maintain records of device inventory, location, and function. .
6. Research and recommend hardware and software to meet educational and functional requirements.
7. Attend technology in-services pertinent to network management and software programs.
8. Supervise and coordinate network use, configuration, expansion, and maintenance with appropriate staff, consultants, and other Brevard County School District personnel.
9. Remain current on latest hardware innovations, software releases, educational technology trends, and provide recommendations regarding future implementations.
10. Perform the in-depth investigation required when security, access, and/or information policies have been violated.
11. Maintain the hardware/software required to support other technical staff positions.
12. Ensure support is available during normal school hours, at the discretion of the site administrator.

#### **OTHER DUTIES:**

Provide outstanding customer service and use positive interpersonal communications skills. Make all decisions and perform all tasks in accordance with Brevard Public Schools' strategic plan, vision, and mission. Ensure compliance with Board rules and applicable federal laws and regulations.

## ASSOCIATE - TECHNOLOGY NETWORK SUPPORT

### KNOWLEDGE, SKILLS, AND ABILITIES/TRAINING AND EQUIPMENT USAGE

#### **JOB RELATED:**

Ability to maintain and troubleshoot a dynamic variety of hardware and software. Ability to install and maintain current PC and server operating systems, install software, and troubleshoot workstation related situations. Ability to handle and prioritize multiple tasks. Demonstrated written and oral communication skills. Knowledge of concepts and basic equipment used for network communications. Ability to perform basic network troubleshooting. Knowledge of modern office methods, practices and procedures. Is expected to work with minimum supervision, handle a wide range of systems problems unassisted, assist the school-based personnel, and to fully support assigned systems and applications.

#### **GENERAL:**

Knowledge and use of time management and organizational systems. Skill in meeting and exceeding customer/stakeholder expectations within the precincts of policy, procedure, and sound judgement. Skill in active listening and social perceptiveness. Ability to communicate effectively orally and in writing. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Ability to sustain focus and attention to detail for extended periods of time.

#### **TRAINING:**

Microsoft or other industry standard as determined annually by the BPS Chief Information Officer.

#### **EQUIPMENT:**

Interpret technology policy and establish methods and procedures for acquiring, installing, testing, operating, or repairing machinery or technology systems.

Use office machines such as large volume copiers, printers, or calculators. Use computers for email, word processing, intra/internet, data entry, spreadsheets, service ticket responses, presentations, or custom applications.

### PHYSICAL DEMANDS/WORK ENVIRONMENT

#### **PHYSICAL REQUIREMENTS:**

##### **(L) LIGHT WORK**

Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly (Constantly: activity or condition exists 2/3 or more of the time) to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work: (1) when it requires walking or standing to a significant degree; or (2) when it requires sitting most of the time but entails pushing and/or pulling of arm or leg controls; and/or (3) when the job requires working at a production rate pace entailing the constant pushing and/or pulling of materials even though the weight of those materials is negligible. NOTE: The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.

#### **POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:**

Indoor office environment most often with Indoor/Outdoor movement between pods/locations frequently. Intermittent noise and activity level. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

## ASSOCIATE - TECHNOLOGY NETWORK SUPPORT

May include conditions of small, enclosed, or partially enclosed areas, dust, dirt, fumes, odors, respiratory irritants, chemicals, inks, developers, mechanical hazards, moderate and repetitive noise, and static electricity.

### TRAVEL:

Travel between sites occasionally. Travel out of county rarely.

#### FOR HR USE ONLY:

<b>DIVISION:</b>	Educational Technology	<b>DEPARTMENT:</b>	Information Systems Services
<b>TITLE CODE:</b>	C2023	<b>CONTENT BY:</b>	Richard Struense
<b>GRADE:</b>	12,14,16	<b>COMPENSATION:</b>	Ellie Kelly
<b>UNIT:</b>	NB	<b>LABOR RELATIONS:</b>	Karyle Green, Ed.D.
<b>LAST BOARD APVD:</b>	Submitted 11/17/2020	<b>CLASSIFICATION:</b>	Beth Thedy, Ed.D.

REV:	DATE:	REVISION CONTROL:	INITIATED BY:
1.0	07/26/05	Initial release	Educational Technology
1.1	06/13/06	Updated	Educational Technology
2.0	06/08/18	Consolidate and incorporate Technician and Associate job descriptions to create a career ladder within the skill set.	Educational Technology
3.0		REVISED: New format, Updated Job Summary, Performance Responsibilities, Qualifications, Certificates, Knowledge Skills and Abilities, Education and Training.	Educational Technology

*The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.*

*Brevard Public Schools (BPS) is an equal opportunity/affirmative action employer committed to achieving excellence and strength through diversity. BPS seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires BPS to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.*