



EMPLOYEE NAME: _____

Created: 12/18

JOB DESCRIPTION

POSITION TITLE: Technology Specialist II, FNS	JOB CODE: 427G
DIVISION: Business Services	SALARY SCHEDULE: Professional/Supervisory Support
DEPARTMENT: Food and Nutrition Services	WORK DAYS: 238
REPORTS TO: Associate Director, Technology Support	PAY GRADE: Rank E (NK05)
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Provides Tier II hardware and software support and training to FNS department; interacts with 3 rd party vendors to resolve Tier 3 issues; demonstrates and delivers strong customer service to FNS end-users; provides advanced support and consultative services to end-users for all aspects of the computing environment; configures, installs, upgrades and maintains hardware and software on FNS end-user workstations; designs, develops, documents, and implements department websites, system management packages and system images; documents solutions to problems and develops end user guidelines.	

REQUIREMENTS:

1.	Educational Level: Bachelor’s Degree in computer science, Information Systems, or other related field or equivalent work experience
2.	Certification/License Required: A+ and/or Network + required; current Windows Enterprise Client certification preferred; other Microsoft certification desired
3.	Experience: Minimum 5 years of IT work experience with advanced hardware and software troubleshooting/problem solving; K-12 point of sale software experience; experience with web design and systems management development platforms
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication; excellent customer service skills, good working knowledge of current Windows’ hardware and software platforms; problem solving and critical thinking

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Demonstrates excellent customer service skills.
3.	Provides Tier II support and consultative services via telephone, email, remote management, and on-site to FNS end-users for all hardware, software, networking and other technology systems.
4.	Provides next level guidance, support and training for FNS Technology Specialist I.
5.	Monitors and maintains software and hardware functionality to prevent and minimize system downtime at all locations.
6.	Conducts advanced troubleshooting for operating systems, hardware, software and proprietary applications.
7.	Designs, develops, maintains and deploys department websites, operating systems and system management packages.
8.	Monitors, manages and maintains department server infrastructure.
9.	Writes standard operation procedures and maintains content of current FNS Technology documentation.
10.	Researches, evaluates and makes recommendations regarding desktop software and hardware, third party products and industry trends related to FNS technology.
11.	Observes and communicates to supervisors any deviations from Department and loss prevention policies.
12.	Stays current on advances in hardware and software applications used in the execution of daily responsibilities.
13.	Maintains good budgetary practices in the selection and maintenance of FNS systems and equipment.
14.	Collaborates with appropriate vendors and personnel at the District and school level.

15.	Performs other duties as assigned by appropriate administrator.
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Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____