

# INSTRUCTIONAL SUPPORT/SERVER SPECIALIST

JD LOCATOR: 2.22.2

Adopted: 7/00

Revised: 5/03, 5/06, 4/09

REPORTS TO:	Coordinator of Technology Systems
CLASSIFICATION:	Certified or Classified dependent upon qualifications of the person holding this position
FLSA STATUS:	Exempt or Non-Exempt dependent upon qualifications of the person holding this position
TERMS OF EMPLOYMENT:	Salary and work year as reviewed and established annually by the Board of Education
EVALUATION:	Performance of this position will be evaluated regularly in accordance with the Board's policy on the evaluation of certificated or classified staff.

## JOB SUMMARY

To assist in the development of the computer education program of the district, assist with the management of servers and computer network, and provide leadership in the utilization of technology in the library and instructional programs of the district.

***The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individual holding this position and additional duties may be assigned.***

## ESSENTIAL DUTIES AND RESPONSIBILITIES

**NOTE:** Reasonable accommodations will be made, if necessary, to enable individuals with disabilities to perform the essential functions.

1. Builds images for different hardware/software configurations and test images to ensure accuracy.
2. Disseminates images to appropriate machines and labs.
3. Maintains the hosting environments for all applications.
4. Responsible for the integration and support of Microsoft Server and Apple Server Products as well as third party applications used in conjunction with all district server products.
5. Responsible for the support and maintenance of the district's Communications Solutions (WISE, website and third party student email programs)
6. Troubleshoots third party and web-based application issues.
7. Deployment of new applications and new or updated application code.
8. Support of application development and development servers.
9. Monitors application availability, system health, and application server security-related threats.
10. Supports new application projects and efforts.
11. Helps set and enforce application development standards.
12. Evaluates application technology.
13. Evaluates the district's application infrastructure, and migrate related applications into the school district environment.
14. Responsible for the day-to-day support of all third party server based applications, web applications, and their databases.
15. Maintains internal documents for build procedures to provide uniform compliant production implementation.
16. Works closely with district computer technicians to coordinate delivery of maintenance services for software, computers, and related equipment.
17. Works closely with district library media specialist and instructional specialists to help solve computer usage problems for teachers and students.
18. Assists district library media specialists with informational technology, including Alexandria, Electric Library, Sirs Discoverer, and other research software
19. Reviews, evaluates, and recommends new technologies, equipment, and software.

20. Sets up and establishes new user accounts. Initial set up of all student accounts.
21. Performs limited server management functions including: user management, home folders and share point management, and storage management.

#### SUPERVISORY RESPONSIBILITIES

None

**QUALIFICATION REQUIREMENTS:** *The individual must be able to perform each essential job duty and responsibility satisfactorily. The following requirements are representative of the knowledge, skills, and/or abilities needed to perform the job at a fully acceptable level.*

#### EDUCATION, EXPERIENCE, AND/OR CERTIFICATION

1. A high degree of competency in computer technology.
2. A high amount of energy and job dedication.
3. Experience with library media services as a teacher/collaborator or library media specialist preferred.
4. Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities to perform the essential functions of the position.
5. Such alternatives to the above qualifications as the Board may deem appropriate or acceptable.

#### COMMUNICATION SKILLS

1. Ability to write reports and correspondence consistent with the duties of this position.
2. Ability to communicate clearly and concisely both in oral and written form using a variety of communication techniques and tools to ensure the appropriate flow of information, collaborative efforts, and feedback.
3. Ability to read, analyze, and interpret information.
4. Ability to effectively present information and respond to questions, inquiries, and/or complaints.
5. Displays courtesy, tact, and respect when dealing with others.

#### MATHEMATICAL SKILLS

1. Ability to perform basic math using whole numbers, common fractions, and decimals consistent with the duties of this position.

#### REASONING ABILITY

1. Ability to interpret a variety of instructions and information furnished in written, oral, diagram, or schedule form.
2. Ability to identify and define problems, collect and analyze data, establish facts, and draw valid conclusions.

#### OTHER SKILLS AND ABILITIES

1. Maintains appropriate confidentiality.
2. Promotes a harassment-free environment.
3. Establishes and maintains effective working relationships; demonstrates a commitment to teamwork.
4. Ability to learn and utilize office equipment, computers, and software especially as systems are upgraded.
5. Ability to learn and upgrade job skills in order to meet changing demands of the position.
6. Excellent computer and keyboarding skills.

7. Ability to react well under pressure, handle and balance multiple demands at one time, work with frequent interruptions, and perform duties and tasks at expected levels of professionalism.
8. Extensive knowledge of and ability to perform duties in full compliance with all district, Board of Education, state and federal laws, methods, requirements, policies, procedures, and activities pertinent to the duties of this position.
9. Ability to work independently with minimum supervision.
10. Ability to use independent judgment and demonstrates initiative to act without being asked.

***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 stand, walk, sit, and talk or hear. The employee is frequently required to reach with hands and arms, and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and the 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.***

Employee experiences constant interruptions and inflexible deadlines. The noise level in this environment is quiet to loud. Duties are performed primarily indoors and occasionally outdoors. In-district and out-of-town travel required as necessary for training and/or to carry out duties and responsibilities.

#### ACKNOWLEDGMENT

I have received a copy of this job description. It has been discussed with me and I have freely chosen to comply with the performance and behavior/conduct expectations contained herein.

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Employee's Signature

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Date

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Supervisor's Signature

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Date