

Job Description

Position Title: K12 IT Specialist	Reports to: IT Operations Manager
Department: Managed IT, Mitchell	FLSA Status: Exempt
Revision Date: February 15, 2023	

Position Overview

This position is responsible for managing and servicing the Information Technology (IT) initiatives for K12 school district accounts.

Essential Job Functions

- Represents and administers school district's contracted Information Technology (IT) needs
- Assists school administrative staff with budgeting and planning for current and future IT needs
- Performs routine system administrator role, with emphasis and responsibility of all contracted IT, including applicable privacy and security compliance.
- Leads collaborative planning, design, development, sales, maintenance, and operation of district computers and related hardware and software
- Administers and maintains district's LAN; including switching, wireless, firewall, data cabling infrastructure, and server environments
- Administers WAN, acts as primary interface between school district and State of South Dakota Bureau of Information Technology (BIT) for joint use solutions, and maintains compliance requirements
- Develops and implements a strategic plan for the productive and secure use of Information Technology (IT) in the district for both academic and administrative functions
- Works with internal senior staff to maintain best IT practices and procedures for both K12 and Managed IT services overall
- Records and addresses user and trouble tickets. Manages relationships with approved third parties to complete projects and tasks for school district
- Administers user and system content filtering solution for District owned internal and external devices in compliance with federal CIPA (Child Information Protection Act)
- Troubleshoots software and hardware issues on-site or remotely for students and staff district wide
- Consults with staff in answering questions and assisting in effective utilization of district technology
- Follows and maintains knowledge of all school district's policies and procedures

Knowledge, Skills, and Abilities

- Knowledge and skill in working with network protocols and services such as Active Directory, DHCP, DNS, file & print Server, group policy
- Knowledge and skill of all supported platforms
- Knowledge of how a South Dakota K12 school district is organized, administrated, funded, staffed, and what services they provide to the community
- Knowledge of Company policies, procedures, and related best practices.
- Skill in operating various office equipment such as personal computer, mobile devices, copier, fax machine, various software programs and telephone systems
- Skill in troubleshooting, assembly, and repair of computers, servers and connected peripherals
- Exhibit a professional appearance and possess excellent verbal communication skills
- Skill in learning, understanding, and applying technical solutions to home and business computer, Internet, and network issues
- Ability to pay close attention to detail
- Ability to work independently, as well as in a team when required
- Ability to make sound decisions using information at hand
- Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner
- Ability to lift a minimum of 60 lbs

Education and Experience

- Associates Degree in Computer Support, Networking, or 3 years minimum equivalent experience
- Requires valid South Dakota driver's license, with a satisfactory driving record.
- Experience working in an academic institution, preferably K-12 education, strongly preferred.

Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers and industry contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:		X		
Lifting/Pulling/Pushing: Up to 60 lbs			X	
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.