

WAYNE TOWNSHIP PUBLIC SCHOOLS
Wayne, New Jersey
JOB DESCRIPTION

TITLE: H-052 - Technology Client Systems Specialist

EDUCATION AND EXPERIENCE REQUIRED:

1. Bachelor's degree in the field of computer science and/or 3 years equivalent work experience.
2. Active directory administration (user accounts, group management, print management).
3. Enterprise wireless troubleshooting.
4. Understanding enterprise system client management.
5. Basic understanding of routing, switching, and DHCP/DNS.
6. Familiar with Microsoft Deployment Tool Kit.
7. Proficient with Microsoft Suite products a must, such as Windows Operating Systems, Office, Microsoft Active Directory, Sys Prep, Windows 10, Windows Deployment software. MAC OSX a plus.
8. MAC and IOS enterprise management.
9. Hands-on hardware troubleshooting experience.
10. Working technical knowledge of current network protocols, operating systems, and standards.
11. Able to read and understand technical manuals, procedural documentation, and OEM guides.
12. Ability to conduct research into technical issues and products as required.
13. Effective interpersonal skills and relationship-building skills.
14. Strong written and oral communication skills.
15. Ability to present ideas in user-friendly language.
16. Understanding of the organization's goals and objectives.
17. Self-motivated and directed.
18. Keen attention to detail.
19. Analytical and problem-solving abilities, technical troubleshooting and critical thinking skills.
20. Strong desktop support and troubleshooting skills / able to multi-task & able to work independently with minimal supervision.
21. Mentors less-experienced staff with responsibility for their technical development.
22. Ability to effectively prioritize and execute tasks in a high-pressure environment.
23. Experience working in a team-oriented, collaborative environment.
24. Strong customer-service orientation.

REPORTS TO:

Director of Technology

JOB GOAL:

The Technology Client System Specialist's role is to develop, support, maintain and recommend in-house enterprise solutions, including solutions to increase efficiency and security for district enterprise systems.

PERFORMANCE RESPONSIBILITIES:

1. Familiar with developing and working with a Windows 7 and 10 Enterprise solution deployment.
2. Configure a combination of Microsoft tools to automate image install, OS configuration, domain join, application loading, user state migration and all other tasks related to the provision and configuration of district's clients.
3. Train technicians to operate and deploy new automated processes.
4. Antivirus management - Maintain AV server and deploy antivirus packages to district's clients.
5. Manage Lenel security maintenance and upgrades.
6. Manage, create and deploy software packages / automation and patch management solution (currently using PDQ Deploy).
7. Familiar with developing and deploying a centralized printing solution.
8. Manage and deploy inventory and asset tracking solution.
9. Familiar with iPad management and updates.
10. Act as a backup for level 1 building technicians.
11. Perform on-site analysis, diagnosis, and resolution of complex technology problems for a variety of end users, and recommend and implement corrective hardware solutions, including repair as needed.
12. Receive and respond to incoming calls, pages, and/or e-mails regarding technology issues such as PC and/or hardware/software problems.
13. Monitor and test technology systems performance and provide technology systems performance statistics and reports.
14. Conduct research on computer products in support of technology procurement and development efforts. Evaluate and recommend hardware and software products for purchase.
15. Write technical specifications for purchase of technology systems, hardware and related products.
16. Recommend, schedule, and perform technology systems, computer, hardware and peripheral equipment improvements, upgrades, and repairs.
17. Assist in developing long-term strategies and capacity planning for meeting future technology systems hardware needs.
18. Support development and implementation of new technology projects and new hardware installations.

TERMS OF EMPLOYMENT:

Salary and work year to be determined by the Board of Education.

ANNUAL EVALUATION:

Performance of this position will be evaluated annually in accordance with the provisions of the board's policy on evaluations of non-certificated staff.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities and functions of the job.

Unless reasonable accommodations can be made, while performing this job the staff member shall:

1. Use strength to lift items needed to perform the functions of the job.

2. Sit, stand and walk for required periods of time.
3. Speak and hear.
4. Use close vision, color vision, peripheral vision and depth perception along with the ability to focus vision.
5. Communicate effectively in English, using proper grammar and vocabulary. American Sign Language or Braille may also be considered as acceptable forms of communication.
6. Reach with hands and arms and use hands and fingers to handle objects and operate tools, computers, and/or controls.

ENVIRONMENTAL DEMANDS:

The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

1. Exposure to a variety of childhood and adult diseases and illnesses
2. Occasional exposure to a variety of weather conditions
3. Exposure to heated/air conditioned and ventilated facilities
4. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment
5. Function in a workplace that is usually moderately quiet but that can be noisy at times.

BOARD APPROVAL DATE: September 9, 2021, Agenda Item T-17