

Jurisdiction: Ithaca City School District

Jurisdictional Class: Competitive

Adopted: 11/18/20

TECHNOLOGY IMPLEMENTATION SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position provides both technical and training support to facilitate the effective implementation of technology systems, equipment and instructional technology hardware in the Ithaca City School District. The Technology Implementation Specialist assists in developing and leading training for the use of technology systems across schools and offices. The incumbent also provides technical support for both instructional and administrative hardware and software, as well as individual training and advice to staff. In addition to having technical knowledge of instructional technology tools, the Technology Implementation Specialist must also understand the appropriate classroom application. The work is performed under the general supervision of the Chief Information Officer and Assistant Director of Technology with latitude allowed for the exercise of independent technical judgment in the performance of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides daily technical support and advice to faculty, staff and students in effectively using and developing instructional technology applications and/or equipment;

Trains and assists staff with internet and technology usage and services through professional development programs and in-services or by providing one-on-one consulting and support;

Instructs and provides technical consulting to administrators and staff on current and future applications of technology;

Assists in the management of district instructional technology tools;

Assists with the creation and maintenance of written documentation on problem solutions, tool configurations and end user documentation;

Provides one-on-one instructions, training and guidance to end users and the help desk on use of hardware/software and standard procedures;

Creates and collaborates on training plans and blended learning implementation strategies;

Develops and maintains technology department digital presence and support; maintains technology department district website information and Q/A database;

Develops, implements and coordinates aspects of the ICSD Technology Plan, including data and assessment;

Communicates operating procedures, including problem solving, for the most complex technology;

Assists and participates in implementing and planning small projects or projects that are specific to assigned department or area.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good technical knowledge of Windows and Mac/Apple operating systems; good technical knowledge of Google Suite for Education, good technical knowledge of laptop computer hardware and peripheral equipment; good technical knowledge of software, including word-processing, database, spreadsheet, electronic mail, and networking software; working knowledge of network data communications hardware and protocols; working knowledge of network resources, including printers, scanners and audiovisual equipment; working knowledge of network security protocols, including installation of software patches and updates, and anti-virus/anti-spam software; strong skills in desktop computer troubleshooting and repair; excellent interpersonal and oral and written communication skills; ability to establish effective working relationships with others; ability to effectively communicate technical information in an easily understood manner; ability to communicate technical terms, information technology policies, and difficult messages to end-users in a service

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oriented fashion; ability to instruct and train others in the use of computers and computer software; ability to analyze and solve problems relating to desktop computer operations; ability to successfully work with and serve a diverse local community; versatility; reliability; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a NYS registered or regionally accredited college with a Bachelor's Degree in Computer Science, Information Systems, Network Engineering or a closely related field with similar course curriculum; or
- B. Graduation from a NYS registered or regionally accredited college with an Associate's Degree in Computer Science, Computer Technology or a closely related field with similar course curriculum and one (1) year of full-time paid experience, or its part-time paid equivalent, as a computer support specialist, network support specialist, microcomputer technician or equivalent position providing technical desktop computer and/or network support; or
- C. Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid experience, or its part-time paid equivalent, as a computer support specialist, network support specialist, microcomputer technician or equivalent position providing technical desktop computer and/or network support; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C).