

<b>FNSBSD JOB DESCRIPTION</b>	
<i>Job Title:</i> Instructional Technology System Support Specialist	
<i>Supervisor:</i> Executive Director for Teaching & Learning	<i>Classification:</i> Classified (ESSA)
<i>Days/Months:</i> 12 months	<i>Grade:</i> 12

**Job Summary**

Provides specialized support and training for digital content within the district's k-12 instructional technology environment. Includes support for online assessment platforms, integration of third party digital content and instructional technology. Position requires work with a variety of platforms, operating systems, and devices including mobile devices.

**Essential Job Functions**

Provides technical assistance and support for instructional technology and digital content aspects of curriculum and instruction.

Coordinates with the curriculum department to promote the development of digital curriculum for all subject areas.

Administers G Suite, Windows servers(s), and learning management systems (such as PowerSchool Learning).

Evaluates, implements, and maintains monitoring system for third party applications and on premises, department-specific server infrastructure.

Troubleshoots instructional technology issues, including the use of online knowledge bases, and initiates vendor response.

Evaluates prospective and current third party software to determine integration ability, infrastructure impact, and security information.

Manages integration of third party software and assists in software releases and rollouts.

Facilitates technically specific communication with existing technology departments.

Maintains and communicates services/integration data flow maps to appropriate personnel.

Implements and maintains administrative audit procedures.

Drafts and posts technical documentation for relevant maintenance and troubleshooting.

**Non-Essential Job Functions**

Performs other job-related duties as assigned.

**Equipment Used**

Windows, Linux, and Macintosh computers and servers, digital and video cameras, and typical office equipment such as telephones, copiers, printers, etc. Software used includes Microsoft

Office Suite, email systems, web browsers, Adobe Acrobat, and district technologies such as PowerSchool products and G Suite.

### **Independent Decisions**

This position works with time-sensitive issues and requires independent judgement and decision making to prioritize needs to best serve students. Responds to technology work orders and teacher and staff technology related questions with answers involving independent decisions based on previous written or oral guidance and job experience. Employs sound judgment to prioritize workflow ensuring timely completion and maximizing customer satisfaction.

### **Primary Working Contacts**

Daily contact with administrative center staff. Regular contact with building principals or administrators, other school staff, and students.

### **Responsibility for Cash, Equipment, Safety**

None.

### **Supervision Received and Exercised**

None given; supervised by the executive director of teaching and learning.

### **Unusual Working Conditions**

Work is performed in a normal office setting and there are no unusual demands of this position.

### **Evaluation**

Annual written evaluation.

### **Physical and Mental Demands**

The physical demands of this position require frequent standing, walking, sitting, speaking, and hearing. Requires near vision to write and read printed materials and computer screens. Requires hearing and speaking to exchange information on the telephone or in person. The employee is regularly required to reach with his/her hands and arms and occasionally lift items weighing up to 20lbs. Must be able to use carts, ladders, dollies, and stools to assist in moving or shelving items. Requires sufficient arm, hand, finger dexterity to operate a keyboard and other office equipment. Repetitive motions with wrists, hands, and fingers may also be required. Additionally, the employee must be able to communicate by oral and written means in an appropriate business manner and have cognitive skills to understand instructions, readily recall facts and details, handle conflict, and make effective decisions under pressure.

*The Fairbanks North Star Borough School District is committed to providing reasonable accommodations, according to the applicable state and federal laws, to all individuals with qualified physical or mental disabilities.*

### **Job Qualifications**

The following are required:

1. Bachelor's degree in computer science, computer-related field or equivalent technical training.
2. Minimum of two (2) years of experience in the area of enterprise information systems and technical proficiency in standard microcomputer based systems and applications.
3. Experience working in a team-oriented, collaborative environment.
4. Strong interpersonal and customer service skills. Excellent written and oral communication skills in English, including instructional and presentation skills.

5. Willingness to work with a team to collaborate and creatively provide solutions in stressful situations.
6. Strong attention to detail.
7. Good analytical and problem solving skills.
8. In-depth, hands-on knowledge of enterprise and desktop applications, including Microsoft Office Suite and/or Student Information Systems (SIS).
9. Possess, or ability to obtain within 60 days, G Suite Administration certification.
10. Ability to conduct research into a wide range of computing issues as required and to absorb new ideas and concepts quickly.
11. Ability to prioritize and execute tasks in a high-pressure environment while remaining self-motivated and self-directed.

The following are preferred:

1. Coding skills, including JavaScript and/or Python.
2. Experience with FNSBSD information systems such as PowerSchool.
3. Familiarity with school processes such as scheduling, curriculum alignment, and library media services.

### **Additional Job Information**

Fairbanks North Star Borough School District employees must possess the ability to read and write in English. This includes the ability to communicate in English with school staff, coworkers, and the public. Employees must also have the ability to comprehend and carry out oral and written directions and understand and follow English instructions and written documents.

**The Fairbanks North Star Borough School District is an Equal Opportunity Employer.**