

ISSAQUAH SCHOOL DISTRICT JOB DESCRIPTION

TITLE: Information Technology Support Specialist

DEPARTMENT: Information Technology (IT)

REPORTS TO: Director of Information Technology

POSITION SUMMARY: Under the direction of the Director of IT, this position provides administrative support to the Director, while providing general business management for the IT department and resource information support for ISD Staff. This position requires knowledge of District procedures and policies, the ability to assume responsibility and work effectively and independently under pressure and maintain confidentiality.

ESSENTIAL FUNCTIONS:

- Provide direct clerical and administrative support to the Director of IT.
- Prepare and manage a variety of communications related to Information Technology and support of staff use of technology.
- Supervise and evaluate the clerical staff in the IT Department.
- Work cooperatively with Technology Specialist Coordinator to complete information for the annual OSPI Technology Survey.
- Manage and direct the workflow of the IT Helpdesk.
- Manage, guide, adjust, review, and report on Tech Levy budgets and allocations to individual or team decision-makers. Provide information, guidance, and purchasing support as needed for Technology Levy expenditures.
- Monitor and analyze budgets, allocations, and expenditures of technology levy and general technology funds and report to the Director of IT Infrastructure.
- Manage, analyze, and report on Information Technology Department budget, records, correspondence, and requests. P-Card procedures and bank reconciliation.
- Manage and maintain payroll information and department work calendars and stipends including all compensatory timesheets from school Technology Specialists.
- Negotiates contracts, purchases, inventories, and tracks district-wide related software licenses, subscriptions, support agreements, district standard curriculum software, for individual schools and for site orders, including meeting District standards and state contract compliance.
- Coordinate ordering, delivery, and inventory records of replacement cycles as part of Technology Levy for desktops, laptops, doc cams, projectors, and other standard devices.
- Coordinates, orders and tracks all iPad apps through Apple's Volume Purchasing Program.
- Act as clearinghouse for the Finance and Operations Department for tech-related purchase orders or gift acceptance to ensure hardware, software, infrastructure, devices, and accessories meet District standards and appropriate state contract compliance.
- Generate, update, and post to the website mock POs and other Information Technology information for all district Information Technology Department standard hardware, software, processes, and procedures.
- Work cooperatively with Capital Projects, Education Technology, TLS, and other Information Technology staff to provide new equipment as necessary, including coordinating the order, purchase, delivery and installation of hardware, software, infrastructure, devices, and accessories.
- Create, process, and monitor contracts, required filings and documentation related to Public Works projects and monitor progress with Project Managers to completion. Maintain job files in accordance with records retention timelines.
- Provide excellent customer service to all community members and staff member with technology inquiries.
- Possess knowledge of and adhere to Governing Policies and District Regulations and Procedures.
- Participate in special projects as assigned and perform related duties and key responsibilities consistent with the scope and intent of the position.

QUALIFICATIONS:

EDUCATION: Bachelor's degree from an accredited college or university. Seven (7) years office manager, Principal's Secretary, or qualifying experience may substitute.

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EXPERIENCE: Three (3) years previous secretarial experience, with an emphasis in records and payroll maintenance. Three (3) years experience in the Issaquah School District preferred. In addition, the individual will demonstrate the:

- Ability to work independently, take initiative, and make decisions. Must maintain confidentiality at all times.
- Ability to organize workload and prioritize assignments in order to maintain a high degree of efficiency.
- Aptitude for working with technology and information systems and information on technical subjects.
- Ability to communicate clearly and effectively in a pleasant, tactful and professional manner.
- Ability to utilize software and technology for recordkeeping, presentations and trainings, and fluent communication.
- Ability to research, analyze and interpret data, rules and regulations, codes, statutes, and laws.

CERTIFICATES & LICENSES: Valid WA State driver’s license and appropriate insurance required. Must maintain as current any certification or license listed herein and held at hire date.

CONTINUING EDUCATION/TRAINING: None specified

REQUIRED TESTING: District assessment on clerical skills

CLEARANCES: Criminal Justice Fingerprint/Background Clearance

FLSA STATUS: Exempt

BARGAINING UNIT: Unrepresented

I have reviewed the job description, been allowed to ask questions, and can perform all job required Essential Functions with or without an accommodation(s).

Name (sign)

Name (print)

Date