

Job Description

Job Title: Technology Infrastructure Specialist III

Supervisor: Coordinator of Technology Infrastructure

Job Classification: Non-Exempt

Pay Grade: 30

Contract Length: 245 Days

Job Summary

Under the direction of the Coordinator of Technology Infrastructure performs complex work. Position carries out the implementation, maintenance, servicing, programing and monitoring all public address\intercom, master clock, fire notification, intrusion, CCTV, and door access systems. Position carries out implementing, maintaining, servicing and monitoring specialty sound systems and scoreboards. Position provides professional, courteous and timely customer service to staff and students. The work is dispatched from the help desk.

Essential Duties

1. Ensures system configurations, repairs, maintenance and tests of all public address\intercom, master clock, fire notification, intrusion, CCTV, door access systems, and other system related components/equipment.
2. Installs projectors and SMART interactive white boards.
3. Performs the in-depth diagnostics and troubleshooting on system failures.
4. Develops pricing schemes with vendors for network components, equipment, cabling, and wiring for new implementations or upgrades.
5. Responds to emergency work requests; troubleshoots supported system failures and errors; diagnoses, isolates, and resolves complex system problems ensuring timely results and minimal disruption of operations.
6. Responds to questions and needs of end users to include end-user training on supported systems.
7. Assists with surveying facilities and making recommendations for the layout and location of supported system components, equipment, cabling, and wiring.
8. Serves as primary point of contact with the alarm-monitoring contractor's central station.
9. Performs annual fire notification system inspections and verifies system operation in accordance with all local fire codes.
10. Maintains records of work completed and in-progress; and updates network documentation to record installations, upgrades, configurations, etc.
11. Utilizes appropriate safety equipment and practices in the performance of duties.
12. Tracks all work performed in the help desk work order system.
13. Travels to and from school/work sites in the performance of duties.
14. Conforms to all departmental procedures and policies.
15. Maintains workspace and assigned vehicle in a clean, safe, and orderly condition.
16. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Maintains an up-to-date knowledge of rapidly changing computer network technology.
2. Performs any other related duties as assigned by the Coordinator of Technology Infrastructure, or other appropriate administrators.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

- Must possess a High School diploma and 5 years’ technology infrastructure experience.
- Must possess significant knowledge of the operation, repair, and the principles and practices used in the configuration, installation, testing, and maintenance of public address\intercom, master clock, fire notification, intrusion, CCTV, and door access systems. (Preferable knowledge of Radionics and Bosch fire/alarm systems.
- Must possess excellent troubleshooting skills and the ability to diagnose/resolve in-depth system problems.
- Must possess excellent skills in the use of the instruments and tools of the trade.
- Must possess the strong ability and knowledge to interpret and apply complex technical manuals and reference materials.
- Must possess the strong ability to prioritize tasks in order of importance; direct efforts of other specialists; work independently and as a team member; and establish and maintain effective working relationships with departmental peers, departmental technicians and specialists, and all customers served.
- Must possess a valid driver’s license with a good driving record.

Working Conditions & Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: None

Supervision Received: Coordinator Technology Infrastructure

This job description in no way states or implies that these are the only duties to be performed by this employee. The Technology Infrastructure Specialist III will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor Date

I acknowledge that I have received and read this job description.

Employee Name (Print) Signature Date

