Bedford County Department of Education

TITLE   Systems Support Specialist

QUALIFICATIONS

1. College Degree in degree in Computer Information Systems, Computer Science, or equivalent.

2. Minimum five years of network and server administration experience along with minimum of five years of computer hardware and software troubleshooting and repair work experience.

3. Working knowledge of and experience with current Windows server OS, Windows client OS, Apple client OS, Microsoft SQL, Microsoft Office 365, Active Directory, and Microsoft InTune.

4. Working knowledge of and experience with VOIP equipment, network switch technology.

5. Working knowledge of latest VMWare.

6. Detail oriented, strong organizational skills, fast learner, and time management skills.

6. Meet all health and physical requirements.

ACCOUNTABLE TO   Director of Technology

JOB GOAL   Perform high-level support for back-end technology infrastructure to ultimately provide a quality end-user technology environment for Bedford County Schools.

Assist the Director of Technology in daily technology tasks.

ESSENTIAL FUNCTIONS

1. **File Server Support:** Maintain and repair file server hardware and operating systems as well as monitoring server storage usage.   Install new file servers both physical and virtual.   Manage both Hyper-V and VMWare instances.   Maintain backups of all in-house servers.   Keep all file servers updates with patches.

2. **Software Product Support:** Implement and maintain specific server-based software:
   a. Microsoft Active Directory
   b. Hyper-V
   c. VMWare
   d. Microsoft Exchange
   e. Microsoft Key Management Services
   f. Microsoft SQL
   g. Any other server-based application.

3. **Microsoft 365:** Manage Microsoft 365 and all related components such as Teams, SharePoint, InTune, and Exchange.   Assign Microsoft license to students and staff. Manage backup of MS365 OneDrive.

4. **Microsoft Management:** Manage Windows domain, DNS, and DHCP. Manage domain user accounts and computer objects in Active Directory and manage email addresses.

5. **Documentation:** Maintain static IP configurations on specific network devices.   Manage district-wide user list. Maintain other technology reports and records.

6. **Classlink:** Manage Classlink instance for district including maintaining OneRoster server along with adding/removing all software programs linked within system. Roster students and staff to apps. Manage OneSync Server.

7. **Client Application Management:** Develop application installation bundles and application deployment to client workstations.

8. **Network Support:** Perform network administration tasks for wired and wireless LANs and VLANs including switch management and wireless AP management. Manage network security among equipment and user accounts.

9. **Malware/Virus Protection:** Implement and maintain anti-virus/malware software protection programs.

10. **VOIP:** Perform basic VOIP system user changes and install VOIP phones.

11. **Web and Email Filter Management:** Manage and maintain web and email filtering and management systems.

12. **Apple Support:** Support Apple products including equipment roll outs via current MDM.

13. **Destiny Support:** Provide support and maintain users in library program.

14. **Bus Routing Support:**   Maintain imports into bus routing program as well as basic support.   Assist with map drawings, as needed.

15. **Testing:** Provide technology support for online testing.   Develop testing software rollouts.

16. **Construction Projects:** Provide hands-on support and planning for new school infrastructure.

17. **Microsoft Licensing:** Work with Microsoft Volume Purchasing licenses for Windows servers and MS 365.

18. **Access Control and Camera Systems:** Provide technology support for site-based security equipment including access control door system and security cameras.

19. Provide user-level support, as needed.

20. Provided lead technology support for future technology implementations.

21. Perform other duties deemed necessary by the Director of Technology.

PHYSCIAL DEMANDS
This job may require lifting of objects that exceed 50 pounds, with frequent lifting and/or carrying of objects weighing up to 10 pounds. This job may also require the need to carry and use a ladder ranging from 6 to 12 feet tall. Other physical demands that may be required are as follows:

1. Significant stooping and/or kneeling
2. Crouching and/or crawling
3. Significant fine finger dexterity
4. Reaching, pushing, and pulling
5. Talking
6. Hearing
7. Seeing

TEMPERAMENT (Personal Traits)

1. Ability to communicate well with others through different media.
2. Good work ethics with attention to detail.
3. Adaptability to be effective, efficient, and composed in solving technology issues.
4. Flexibility to work with others in a variety of circumstances.
5. Ability to handle stressful situations.
6. Honest and punctual.
7. Self-motivated and self-directed.

CAPACITY AND ABILITY REQUIREMENTS

Specific capacities and abilities may be required of an individual in order to adequately learn or perform a task or job duty.

1. Ability to maintain the confidentiality of any information encountered.
2. Ability to handle difficult user situations.
3. Ability to quickly adapt to and learn new technologies.
4. Ability to manage time and tasks.
5. Ability to compose a variety of technical documents.

WORK CONDITIONS
Environment will consist of all areas of a school or Central Office building in which technology may be used or routed through.

GENERAL REQUIREMENTS
The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of responsibilities, duties, ad skills required of personnel so assigned.

T.C.A. 49-5-501 requires any individual applying for a position requiring close proximity to school children to supply a fingerprint sample and submit to a criminal history records check to be conducted by the Tennessee Bureau of Investigation.

SALARY	As per current state and local salary schedules.
CONTRACT LENGTH	240 days
F.L.S.A. STATUS	Non-Exempt
SICK LEAVE	As per current Board Policy.
VACATION	As per current Board Policy.
EVALUATION	Performance will be evaluated in accordance with local and state guidelines.
TRAVEL (Reimbursement)	As per current Board Policy.