

SCHOOL DISTRICT OF SARASOTA COUNTY, FLORIDA

JOB DESCRIPTION

TECHNICIAN, DIGITAL INSTRUCTIONAL MATERIALS

SALARY SCHEDULE: SSP-11

COST CENTER: INFORMATION SERVICES (9020)

QUALIFICATIONS:

- (1) Associate's Degree or 60 credit hours towards a Bachelor's degree.
- (2) Minimum of one (1) years of IT work experience in directly supporting cloud-based applications.
- (3) Minimum of 1 year of documented experience working administratively with an ILS, digital textbooks or state/publisher learning portals.
- (4) Demonstrates a basic knowledge of HTML.
- (5) Documented experience in maintenance and support of digital content implementation.
- (6) Demonstrates knowledge of SQL and the ability to write and interpret SQL query statements.
- (7) Demonstrates basic knowledge of single sign-on technologies such as SAML.
- (8) Demonstrates basic knowledge of various web browser technologies.
- (9) Demonstrates advanced knowledge of Microsoft Excel.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the operation of computers and peripheral equipment related to assignments. Ability to plan, organize and prioritize activities related to assignments. Must possess a strong knowledge of instructional technology applications, procedures and the implementation of digital content. Possesses strong interpersonal skills and abilities and the ability to work collaboratively with team members. Possesses effective decision-making and group coordination skills. Knowledge of School Board rules and policies related to assignments. Ability to communicate verbally and in writing.

REPORTS TO:

Manager of School Support Services

JOB GOAL

To provide technical expertise in maintaining existing instructional technology projects and in developing new projects for instructional technology as they relate to the implementation of digital instructional materials.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- * (1) Demonstrates knowledge of current best practice in providing customer support for both technical and non-technical users.
- * (2) Work collaboratively with administration, instructional personnel, vendors and publishers to develop, support and maintain instructional technology systems as they relate to digital instructional materials.
- * (3) Write clear, concise directions for instructional personnel.
- * (4) Execute and deliver technologies quickly and effectively.
- * (5) Assess and apply best practices and/or current technologies to enhance the attainment of the District's educational and technological objectives.

INSTRUCTIONAL TECHNOLOGY TECHNICIAN (Continued)

- * (6) Works with district Instructional Technology Specialists to monitor and maintain existing instructional technology systems and projects as they relate to digital instructional materials.
- * (7) Works with district Instructional Technology Specialists and the Curriculum Department in developing new instructional technology systems and projects.
- * (8) Provides first line trouble shooting for district sponsored digital instructional materials systems.
- * (9) Works collaboratively with school and district administration and school based TSP's to develop, implement and enforce standards, procedures and processes for service and delivery to schools and district locations.
- * (10) Ensures that all incidents, work orders and service requests are completed, documented and communicated based on metrics outlined.
- * (11) Ensures all projects are implemented in a timely and professional manner.
- * (12) Manages project timelines so strategic milestones are achieved.
- * (13) Manages service level agreement metrics as related to the implementation of digital instructional materials.
- * (14) Increases job knowledge through training opportunities and self-study.
- * (15) Assist other crafts of the department as needed or assigned.
- * (16) Demonstrate initiative in the performance of assigned responsibilities.
- * (17) Provide for a safe and secure workplace.
- * (18) Model and maintain high ethical standards.
- * (19) Follow attendance, punctuality and proper dress rules.
- * (20) Maintain confidentiality regarding school matters.
- * (21) Maintain positive relationships with staff and vendors.
- * (22) Communicate effectively with staff and vendors.
- * (23) Keep supervisor informed of potential problems or unusual events.
- * (24) Respond to inquiries and concerns in a timely manner.
- * (25) Prepare all required reports and maintain all appropriate records.
- * (26) Follow all School Board policies and department policies and procedures.
- * (27) Exhibit interpersonal skills to work as an effective team member.
- * (28) Demonstrate support for the School District and its goals and priorities.
- * (29) Sustained focus and attention to detail for extended periods of time.
- * (30) Perform other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 01

*Essential Performance Responsibilities