Instructional Technician

Reports To: Director of Instructional Technology   **Bargaining Unit:** Wen. Assoc. of PSE
Salary Schedule: D   **EEO Classification:** 3
FLSA Status: Hourly   **Published Date:** April 2016

Summary:
Under the direction of the Director of Instructional Technology, provides service in the management and operation of Instructional Technology systems. Provides technical assistance for the Mobile Device Specialist, Instructional Technology Facilitator Instructional Server Specialist, Technical Support Specialist (TSS) and Technical Resource Teacher (TRT) positions in regards to Instructional Systems.

Essential Duties and Responsibilities: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manage and coordinate help desk requests for Instructional Technology Systems.
- Coordinate repair and insurance programs for Instructional Technology Devices.
- Maintain inventory and tracking for Instructional Technology.
- Purchase and maintain inventory or purchased and/or licensed mobile applications.
- Collaboration and communication with Instructional Server Specialist and Instructional Technology Facilitator.
- Required to maintain, troubleshoot and backup existing instructional systems plus associated peripherals in coordination and collaboration with Instructional Technology personnel.
- Work collaboratively and communicate with the building based TRT and TSS when identifying, troubleshooting and/or securing resources for the maintenance and repair of Instructional systems.
- Maintain and update Instructional Technology content management systems as directed.
- Manage Instructional Technology data systems as directed.
- Assist other operational and instructional department specialists as required.
- Other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in-group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Education and Experience:
- Minimum AA degree in computer related discipline or two years of documented experience.
- Knowledge and use of server operating systems and concepts for Apple OS.
- Knowledge and use of Mobile Device Management (MDM) systems.
- Experience using Filewave MDM and Google Administration, and understanding of graphic page layout and basic photo editing, preferred.
- Ability to read and understand manuals for software and hardware applicable to district policies and procedures.
- Ability to manage multiple projects in a fast-paced environment, and keep current with emerging technologies.
- Ability to work with limited supervision and prioritize workflow as needed while maintaining communications with other support personnel and supervisors.
- Must have a current Washington State Driver's license.
- Attendance and punctuality are important functions of the position.

WORKING CONDITIONS AND PHYSICAL DEMANDS:
The environmental factors described here are representative of those that may be present in the work place while the employee performs the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, grasp or feel; reach with hands and arms; push and pull, and talk, hear and smell. The employee is frequently required to stoop, kneel, or crouch. Employee in this position may encounter prolonged sitting and/or standing. The employee must frequently lift and/or move up to 25 pounds, and occasionally lift and/or move 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.
This position may require working with a diverse group of individuals. This position may require working with students of all ages as well as parents and staff. Employees in this position may encounter stressful situation where a professional attitude will be required. Multi-tasking is essential as deadlines and frequent interruptions are common.