Systems Specialist

Position Description
Penn Manor School District

Title: Systems Specialist   **Revised:** 08/11/2019

Reports To: Director of Technology   **Approved:** 8/19/2019

Job Summary

The Systems Specialist is responsible for the administration, integration, management, and technical support of in-house and cloud hosted software applications. This position serves as the project and technical lead for district software systems, accurately resolves technology problems, and facilitates technical training. The Systems Specialist interfaces with faculty and staff on a continual basis and requires a high degree of interpersonal skill, customer service orientation, and human relations ability. Examples demonstrative of high quality service may include, but are not limited to, prompt responses to inquiries, professional and courteous verbal and non-verbal communication, and proactive problem solving.

Primary Duties and Responsibilities

1. Provide configuration, troubleshooting, and problem resolution of software systems; lead software interoperability project between systems; evaluate, build, and implement feature enhancements and new applications

2. Administer, manage, and support enterprise software including, but not limited to, Koha ILS, Munis ERP, Moodle LMS, WordPress, and business applications

3. Administer Google GSuite environment: domain, organizations, users and groups, security settings, access permissions, and device management; design and implement integrations with district enterprise systems and third-party software

4. Collaborate with online and virtual learning program staff to configure, develop, and support online software programs and virtual courses; provide logistical support for virtual program student technology resources

5. Lead software implementation projects; work across teams to identify features and needs, and bring such projects to successful fruition

6. Provide education, knowledge, and technical training for staff, faculty, principals, and parents; develop and maintain technical documentation, FAQs, knowledgebase articles, and training materials

7. Assembles and prepares data reports; maintains detailed technology configuration records, process details and system modification records for software applications

8. Foster customer relationships through ongoing issue status updates and other communications; serve as the technical liaison for third-party software vendors

9. Collaborate with the Technology Team to proactively build accessible and effective technology solutions and systems for students, teachers, and staff

10. Remain current in the field of technology by attending workshops, reading online and print publications, and observing programs in other districts & institutions

11. Perform other duties and projects assigned by the Director of Technology, Assistant Technology Director, or Leadership Team

Qualifications	Experience administering, configuring, and troubleshooting enterprise software applications is required A degree in a related field or 2 or more years experience with mixed technology applications and platforms is required Familiarly with Python, HTML/CSS, Javascript, or other programming languages is strongly preferred Experience supporting and troubleshooting open source applications and development methods is strongly preferred Training experience with adults preferred Valid Pennsylvania driver's license and access to personal transportation required Submission of pre-employment medical examination (Section 148 of the Pennsylvania School Code) Submission of a report of criminal history record from the Pennsylvania State Police (Section 111 of the Pennsylvania School Code) Submission of a clearance report from the Pennsylvania Department of Public Welfare in accordance with Act 151 of 1994 Submission of Federal Criminal History Record in accordance with Act 114 of 2006 Such alternatives to the above qualifications as the Board may find appropriate and acceptable
Physical Demands	Ability to reach above and below the waist Ability to use fingers to pick, feel and grasp objects Ability to lift and/or carry supplies weighing no more than 40 lbs. Ability to frequently walk, stand and move throughout the work environment
Sensory Abilities	Visual acuity Auditory acuity
Work Environment	Normal school building environment Subject to inside environmental conditions

Temperament	Must possess excellent interpersonal skills and have the ability to effectively communicate with all members of the district community
	Able to handle multiple priorities, make sound judgments, and work in a fast-paced environment with frequent interruptions
	Able to provide outstanding customer service to students, staff,
faculty,	and parents
	Possess experience responding with sensitivity to individuals from diverse backgrounds
	Able to establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and parents
	Must be able to learn and adapt to change in the work environment, accept constructive feedback, work cooperatively in group situations, and work actively to resolve conflicts
	Maturity and integrity when handling confidential data
Cognitive Ability	Ability to communicate effectively, both written and verbal, and to present information effectively to small and large groups
	Flexibility and capability to manage, organize, and prioritize multiple tasks
	Ability to analyze, interpret, and solve detailed and highly technical problems across a range of hardware and software systems

(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)

Board Approved August 19, 2019