Little Rock School District
JOB DESCRIPTION

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Position Title: Server Specialist - Information Services

Prepared Date: 01/13/2022

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JOB GOAL:

To analyze and resolve 85% of issues/problems after receiving escalated trouble ticket from the District's Technology Help Desk or Level One Support.

TERMS OF EMPLOYMENT:

Twelve (12) month (245 day) contract, Pay 802 Grade 14, plus benefits package NOTE: Precise placement within the salary range will be determined based upon education and experience.   **FLSA: Non-Exempt**

QUALIFICATIONS:

1. BS degree in computer science or other field preferred or equivalent experience.

2. Three (3) plus years' experience in the configuration set-up, troubleshooting and maintain servers in Windows 2000/2003 Microsoft networked environment.

3. Knowledge of Cisco switches, Cisco firewalls, and knowledge of supporting clients through use of configuring and managing Active Directory, DNS servers, DHCP servers, and WINS servers.

4. Knowledge of Wide Area Networks and possess skills in troubleshooting both hardware and software problems.

5. Proficiency with common office productivity software, relational databases, and school administration software.

6. Demonstrated experience as an independent worker and team player.

7. Possess strong logical and skills.

8. Ability to effectively communicate both verbally and in writing.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position.

1. Maintains ownership of problem/issue from escalation through final resolution.

2. Analyzes and resolves problems according to priorities and time frames, using predetermined policies and procedures and all tools available, escalating when necessary.

3. Works with customers in resolving hardware and software application issues.

4. Works as a liaison between third party vendors and customers to resolve hardware and software application issues.

5. Works with customers in resolving hardware/software configuration issues and malfunctioning equipment.

6. Performs testing and troubleshooting and checks the configuration of clients for network connectivity issues.

7. Attempts to fix causes, not just symptoms, by doing all that is necessary to prevent problems from reoccurring.

8. Monitors performance statistics to identify and help resolve system infrastructure problems.

9. Keeps customers informed of global problems, scheduled downtime or unexpected delays.

10. Keeps manager and peers informed of trends, significant problems and unexpected delays.

11. Provides management with recommendations for change and improvement.

12. Works with Coordinator of Servers to resolve all problems related to internal network connectivity problems with Servers in the server farm and all remote servers throughout the district.

13. Defines scope, plans and deliverables for assigned projects.

14. Collects detailed user and technical requirements.

15. Works with others to analyze collected requirements, translate into infrastructure solutions, and to ensure that identified solutions meet customer needs and expectations.

16. Learning to design, construct, test and implement basic integrated network, hardware and software solutions, distributed computing solutions, and/or physical and logical communications networks.

17. Works to maintain the highest level of customer satisfaction possible.

18. Takes an active role in IT problem and change management issues. Provides input as to the impact of any changes or additions made to technology standards, policies and procedures, with the goal of ensuring a smooth transition, if necessary.

19. Participates in standard infrastructure solution implementation, upgrades, enhancements and conversions.

20. Maintains security, integrity and business continuity controls and documentation.

21. Stays current on emerging tools, techniques and technologies.

22. Keeps up to date on technology and methods by researching emerging technologies and providing recommendations for purchase and implementation.

23. Attends training in order to gain knowledge necessary to improve job skills and performance.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty successfully. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Mental Functions, Physical Requirements, and Working Conditions:

While performing the duties of this job, the employee is regularly required to sit, stand, walk, go up and down stairs, operate foot and hand controls, and use a telephone and write. Occasionally the employee must lift and/or move up to twenty (20) or more pounds. This position requires accurate perceiving of sound, near and far vision, depth perception, handling and working with educational materials and/or objects, and providing oral information. Must have the ability to work for the duration of the daily contracted time period, and to be physically present and at assigned work, with only infrequent unexcused absences, during the contract year. Additional technical skills, knowledge, and abilities may be recommended by immediate supervisor and approved by the Human Resources Director.