



EDUCATIONAL SERVICE CENTER OF CENTRAL OHIO

OCALI

JOB DESCRIPTION

INFORMATION TECHNOLOGY SPECIALIST

Minimum Qualifications:

- Associates Degree or equivalent work experience with both hardware and software programs
- Working knowledge and usage of Microsoft Office Suite programs
- Ability to trouble shoot technology issues
- Strong communications and inter-personal relationship skills
- Documentation of a clear criminal record in compliance with state statute
- Complies with drug-free workplace rules and Board policies

Note: This assignment may require a valid driver's license and access/availability of a reliable vehicle. Employees must meet all prerequisite and ongoing qualifications to be covered by the service center's insurance carrier.

FLSA Classification: Non-Exempt

Reports To: Lead IT Special and Senior Director – Integrated Solutions and Project Management

Job Objectives:

To help develop a technology infrastructure that will support the different OCALI centers and support staff technology needs.

Responsibilities and Essential Functions:

“The following duties are representative of performance expectations: however, the list below is not ranked in order of importance.”

- Assists the technology team on the development of database infrastructure; work with the developer on database structure and web interface
- Assist Head IT Specialist with building, maintaining and upgrading of client workstations; assist with the development and maintenance of data center
- Maintains Xerox machines as needed; interfaces with company for routine maintenance; orders equipment supplies as needed
- Maintains current library database; completes software upgrades and troubleshoots problematic issues related to library system; provides technical support to library staff; maintains licensing of software; schedules staff training as needed

- Maintains device lending library, ships, tracks and call-tags the equipment loaned to patrons; develops marc records, packing slips and inventory list of devices. Provides data on patron usage as needed.
- Completes yearly inventory process; works with IT Specialist on processing inventory paperwork; submits required inventory data to fiscal agent in a timely manner
- Works with Technology Administrator and IT Specialist to identify technology needs of center and staff
- Develops goals and activities as appropriate for all areas of responsibility; assists staff with goal development as needed; maintains current written procedures as appropriate for all areas of responsibility; refers to written procedures as appropriate
- Assists with in-service meetings as directed including registration, audiovisual set up and take down, beverage and lunch set up, clean up and materials preparation
- Answers and directs incoming calls to appropriate project staff according to established procedures; demonstrates good judgment in use of telephone, demonstrates pleasant, appropriate telephone etiquette; transfers appropriate calls to voicemail
- Demonstrates familiarity with and use of all office equipment as appropriate; maintains equipment in good working order; reports necessary repairs and problems to appropriate person
- Uses office electronic communication system; keeps people informed of appropriate information
- Attends OCALI meetings as appropriate and assigned, assumes responsibility for arranging and covering meetings at times other than designed working hours, when necessary
- Files information appropriately; maintains project procedures notebook
- Produces types copy from rough written copy or oral instructions; follow office procedures for creating documents and maintaining files; uses judgment and makes suggestions regarding format and consistency of documents, maintains directory, files and archives
- Performs other specific job-related duties as directed by the Superintendent or his/her designee

“Job performance is evaluated according to the policy provisions adopted by the Governing Board of the Educational Service Center of Central Ohio.”

Conduct:

Each staff member shall remain free of any alcohol or non-prescribed controlled substance and abuse of any prescribed controlled substance in the workplace throughout his/her employment with the ESC.

Terms of Employment:

Each staff member shall serve as a role model for students in how to conduct themselves as citizens and as responsible, intelligent human beings. Each staff member has a legal responsibility to help instill in students the belief in and practice of ethical principles and democratic values.

If applicable, it is the employee's responsibility to maintain proper certification/licensure and to initiate the renewal process in sufficient time to receive the updated certificate/license prior to the expiration of the present certificate/license.

January 2020