

Job Summary:

The job of Instructional Technology Specialist is done for the purpose/s of analyzing, developing and coordinating departmental instructional technology needs, in alignment with Tulare County Office of Education (TCOE) objectives. Under the direct supervision of the Educational Resource Services (ERS) Library and Multimedia Supervisor, the incumbent works with ERS staff and consultants to determine, implement and/or develop the proper tools and methodologies to meet the department's technology and equipment support needs as they emerge. This position creates/maintains needed documentation for the designed or implemented systems and coordinates interaction during the development, testing and implementation process as needed. The person in this position supports others within the organization as needed to support the use of technology in education throughout Tulare County.

Essential Functions:

- ▶ Communicates with ERS staff, and consultants for the purpose of understanding and determining instructional technology, and networking needs.
- ▶ Contacts vendors and peers for the purpose of resolving technical issues and researching new technology and trends.
- ▶ Coordinates, assists, trains and technically directs staff for the purpose of implementing, troubleshooting, maintaining and operating multimedia hardware, software and web-based applications.
- ▶ Coordinates with staff for the purpose of smooth network and server operations.
- ▶ Help with the maintenance of servers and VOIP systems for the purpose of keeping the day-to-day operations of ERS workable.
- ▶ Creates, designs and implements forms and documentation for needed solutions.
- ▶ Maintains and trains others in the maintenance of department-related web pages and applications.
- ▶ Collaborates as needed with Information Systems programmer/analysts and technicians toward the design, implementation, troubleshooting, maintaining and operating of software, hardware, and web-based applications in support of the department's needs.
- ▶ Assists the ERS Technology Consultant in researching, piloting and in the transformation of emerging educational technologies for the purpose of providing increasing benefit to Tulare County schools and districts to help them better meet the technology needs of students and teachers (in light of Common Core and other national and state educational directives and growing technology needs).
- ▶ Advises ERS staff, school, and district administrations and tech support on instructional technology equipment acquisition, and technology planning for the purpose of helping ERS, schools and districts make their instructional technology investment cost-effective.
- ▶ Monitors/Troubleshoots technology needs and problems that arise, including everything from post-router through work station equipment for the purpose of smooth and efficient functioning of ERS work, so that technology facilitates employee work and so that any technology glitches that may arise do not provide barriers to optimum effectiveness for ERS employees or the instruction that they provide to support education county wide.
- ▶ Provides other technology support for the purpose of resolving more complex problems that arise within ERS.

Skills, Knowledge and/or Abilities Required:

- ▶ **Skills to:**
 - Maintain and foster a team spirit with fellow staff;
 - Analyze emerging and ongoing projects to determine requirements and estimate time lines;
 - Effectively communicate with ERS staff, consultants and others to understand and describe the need and solution;
 - Track multiple projects in order to keep them on task;
 - Create and distribute effective project documentation for requirements, instructions, system help, etc.;
 - Provide training to ERS staff, consultants and schools using a variety of delivery mechanisms;
 - Troubleshoot and diagnose computer hardware and software
 - Troubleshoot and diagnose network connection issues
- ▶ **Knowledge of:**
 - Support for a wide range of technology devices including Windows, Mac, Chrome and Android hardware and/or software.
 - Networking and workstation management needs;
 - Emerging mobile technologies and applications;
 - Emerging web-based sites and applications that support a K-12 educational environment;
 - Webpage and web application design software;

- Photo manipulation software including Adobe PhotoShop;
- Graphic design software including Adobe Illustrator;
- Page layout and publishing software including Adobe InDesign;
- Knowledge in the use and maintenance of online content management and virtual learning environments;
- Basic knowledge of software development involving scripting languages such as ASP, Javascript, HTML, etc.;
- Basic knowledge of how relational databases such as Microsoft Access and SQL work;

► **Ability to:**

- Write effective requirements, design and testing documentation and diagrams;
- Communicate effectively over the phone, in meetings, via video conferences, in a seminar setting or electronically;
- Follow oral and written instructions;
- Establish and maintain effective working relationships with those contacted in the performance of duties;
- Introduce and train others on created solutions and utilized technologies;
- Work productively in a multi-tasking environment;
- Recognize trends in a variety of technology areas to facilitate emerging solutions;
- Work in a precise and methodical manner within complex online interfaces;
- Maintain records and keep documentation up-to-date;
- Keep management apprised of issues and recommend solutions when coordinating and managing a technology project
- Analyze technology problems in order to facilitate solutions;
- Support ERS network infrastructure and computer user support;
- Diagnose and support hardware, software and web based applications.
- Locate additional information needed to facilitate the support of instructional technology (using the Internet and other tools);

Responsibilities include: working under limited or no supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to affect the Organization's services. The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally the job requires 85% sitting, 7% walking, and 8% standing. This job is performed in a generally clean and healthy environment.

Experience Required:

- Minimum of three years experience in the coordination of technology services.
- 3+ years of software development in a platform that includes ASP, ASP.net, Visual Basic, or JAVA.
- 2+ years experience working with relational databases such as MySQL, and SQL server 2000 or above.
- 2+ years of experience developing Windows Form or Internet-based applications beyond static web sites.

Education Required:

- Bachelor's degree in a job-related field is required. Experience may be substituted.
- One year of approximate experience can be substituted for each year of college education.

Certificates, Licenses, Clearances, Testing and/or Bonding Required:

- Valid California Driver's License and proof of automobile insurance.
- Department of Justice and FBI Fingerprint Response.
- Acquire and maintain additional training and certifications necessary for high-functioning educational technology environment.

FLSA Status: Non-Exempt

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This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace.

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.