Santa Rosa County District Schools
Job Description
IT Support Specialist II

Reports To: Assistant Superintendent, ITS
FLSA Status: Non-Exempt
Department: Information Technology Services
Prepared by: Human Resources
Date: October 1, 2022
Job Code: 11040
Position #:
Range: 20

Preface:

- This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work to be performed. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities, or working conditions associated with this position.
- There are marginal tasks employees are required to performed that are incidental to the primary duties and responsibilities.
- Positive personal characteristics required of all employees such as honesty, integrity, sobriety, and communication skills are presumed qualities.

Primary Duties and Responsibilities:

- Prepare, deploy, maintain, troubleshoot, and resolve complex issues with various hardware and software platforms.
- Prepare, deploy, maintain, troubleshoot, and resolve complex issues with wired and wireless networking systems.
- Prepare, deploy, maintain, troubleshoot, and resolve complex issues with VOIP and SIP systems.
- Prepare, deploy, maintain, troubleshoot, and resolve complex issues with projectors.
- Prepare, deploy, maintain, troubleshoot, and resolve complex issues with network-based camera systems.
- Conduct training on hardware, software, and network support.
- Represent ITS/TSS at technology-related activities and events.
- Prepare orders for new equipment, software, and technology-related items.
- Perform other duties as required or assigned. The omission of specific statements of duties does not exclude them from the position especially if the work is similar, related or a logical assignment to the position, nor does every position allocated necessarily perform every duty listed.

Minimum Qualifications & Skills:

- Graduation from high school or GED.
- Four years of practical experience in maintaining IT equipment; or an industry recognized certification in Windows or iOS platform support.
- Two years of practical experience with IP-based networking.
- Valid Florida Driver's License.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board will determine what is necessary and appropriate for each position.

Preferred Qualifications & Skills:

- Associate or bachelor's degree in a technology-related field.
- Expert proficiency in Windows and/or iOS device problems solving and repair.
- Remote workstation or device management platform experience.
- VLAN or advanced Wi-Fi experience.
- A practical understanding of IT security and permissions.
- Class C Commercial Driver's License.

Physical Demands:

Sittings for extended periods. Heavy and moderate lifting and carrying, reaching above shoulder, manual dexterity for testing equipment, good vision, distinguish basic colors, good hearing, walking, standing, bending, stooping. Drive and operate a motor vehicle. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary duties and responsibilities of this job.

Terms of Employment:

Approved Compensation Plan
Educational Support Salary Schedule

Job Benefits:

- Pension or Investment Plan provided by the Florida Retirement System (FRS)
- Personal and family health care plans available include medical, dental and vision
- Paid vacation, sick leave, and optional personal leave
- Generous paid holidays. Holiday calendars for education support staff closely follow the calendars used for education staff.

Supervision Received:

Supervisor/Manager

Supervision Exercised:

Assigned Personnel