



The School Board of Polk County

<http://www.polk-fl.net>

Job Description

Position Title: IST - Information Technology Support Specialist

FLSA Status: Non-Exempt

Salary Grade, if non-union: SG16

Pay Grade, if union:

Non-Union or Specific Collective Bargaining Agreement: Non-Union

Our Mission:

The mission of Polk County Public Schools is to provide a high quality education for all students.

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The duties are intended to describe the nature and level of work being performed by the employee assigned to the position. This job description is not meant to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. Other duties may be assigned which are not listed. Additionally, when duties and responsibilities of this job change, this job description will be reviewed and updated, subject to changes and business necessity.

Custom Job Purpose:

This position exists to perform responsible work to support technical and training activities provided by Information Services to district office and school-based technology users.

Essential Functions of this Job

Provide assistance in developing user documentation and procedures, monitors implementation of procedures and provides user training. Provide assistance in technical preparation of data and related programs. Provides Level 2 support for specific areas within the student system while providing Level 1 support for a wide variety of student system issues.

Assists in managing and coordinating information processing systems, operations, and applications, perform analysis, identifies problems and solutions, makes recommendations, and evaluates results with regards to the development and enhancement of our student information system to ensure data integrity and accuracy. Coordinates and communicates with appropriate personnel regarding the Department of Education (DOE) guidelines and laws as it pertains to School Environmental Safety Incident Reporting (SESIR) Data. Validates SESIR data transmitted to DOE. Serve as a resource person for functions such as MS Excel, Word, and other pertinent systems.

Non-Essential Functions of this Job

Performs other duties as assigned.

Knowledge, Skills and Abilities:

Considerable knowledge of the school system and the operation of user-level computer equipment, software

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applications and telecommunication procedures. Ability to communicate effectively with all levels of personnel. Effective organizational and interpersonal skills. Bilingual/biliterate preferred.

Education, Experience and/or Certification/License Requirements

Graduation from high school. Experience in using district data processing equipment and software or equivalent experience or training in appropriate college or technical school data processing courses.

Work Context:

Requires sitting and some standing, walking and moving about to coordinate work. Requires face-to-face discussions and contact with students, individuals and/or teams. Requires the use of alternative communication systems, such as electronic mail, telephones and computers. Requires coordination of work tasks to establish priorities, set goals and meet deadlines. Requires work with both internal and external contacts, and with the public.

Physical Environment:

Requires working indoors in environmentally controlled conditions. Requires sitting for the majority of the day, and the ability to lift, carry, move and/or position objects infrequently weighing up to 20 pounds.

Local Code: 10258
EEO5: 51
Approval Date: 2015-09-08
Date Last Revised:

The School Board of Polk County, Florida, prohibits any and all forms of discrimination and harassment based on race, color, sex, religion, national origin, marital status, age, homelessness, or disability or other basis prohibited by law in any of its programs, services, activities or employment.