ARLINGTON HEIGHTS SCHOOL DISTRICT 25
1200 South Dunton Avenue
Arlington Heights, Illinois 60005-3122

Job Description
Data and Systems Specialist

Purpose:
The Data and Systems Specialist uses specialized knowledge and skills obtained through education and experience to implement, maintain, manage, and troubleshoot all data services and systems throughout the district. Provide technical leadership and training to technical staff and technical updates to administration. Evaluation, creativity, and ingenuity are required to locate, select, and apply appropriate procedures, processes and techniques to specific assignment. Support district technology vision and plan.

Reports to:
The Data and Systems Specialist reports to the Director of Technology and Assessment

Essential Functions

- Manages accounts and data transfers for communication systems such as email, parent notification, and collaboration services for the purpose of providing up-to-date information, proper functioning, and availability for communication.

- Manages and supports central office systems including food service, personnel, facilities and business for the purpose of keeping systems current, operational, and efficient.

- Monitors and maintains telephone, district voice mail system, and intercom operations including troubleshooting and compatibility issues for the purpose of ensuring the efficient and effective functioning of these systems.

- Coordinates contractors and staff assigned to assist with cabling or other associated projects for the purpose of quality control, project planning, and management.

- Collaborates with a variety of internal and external parties (e.g. district personnel, programmers, analysts, database administrators, users, etc.) for the purpose of providing and/or receiving information and ensuring project success.

- Provides technical leadership and training to staff for the purpose of developing skills for our technical staff and administrators.

- Supports and troubleshoots Student Information System and District web-based IEP program for the purpose of managing large amounts of information in an efficient and accurate manner.

- Assists with the set-up, collection, and processing of student assessment data and accounts for the purpose of providing an efficient system and communicating information.

- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance, advice, and support.

- Serves as a technical resource to department and district staff for the purpose of providing information and/or advice regarding active or planned projects.

Revised 12/1/10

- Prepares a variety of materials (e.g. procedures, system level documentation, reports, memos, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.

Other Functions
- Provides network administration support including the installation, configuration, maintenance, performance monitoring, updating, security, and repair of local area and wide area networks (these networks include devices such as Ethernet switches, hubs, routers, firewalls, Internet filters, servers and wireless devices) for the purpose of maintaining an efficient and functional network environment.

- Troubleshoots malfunctions in classroom equipment and installs such as student response systems, interactive devices, and mounted projectors for the purpose of ensuring an efficient and effective learning environment for students.

- Maintains and manages building-wide video distribution systems for the purpose of ensuring proper functioning and availability.

- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.

- Researches a variety of topics (e.g. trends, hardware, software, etc.) for the purpose of recommending procedures and/or purchases.

- Perform other related duties, as assigned, for the purpose of ensuring an efficient and effective work environment

Minimum Qualifications:
Skills are required to perform tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include:

Knowledge of:
- Troubleshooting – Determining causes of operating errors relevant to MAC and PC operating systems and software, and network configurations of both platforms. Knowledge of network hardware (e.g. routers, bridges, switches, servers, printers, and various other peripheral devices).
- Experience with data systems such as phone, voicemail, or intercom preferred.
- Policies, regulations and guidelines as they relate to the use of software (specifically copyright laws and the use of licensed equipment and materials).
- Experience in OS X and Windows server and client and TCP/IP network administration, upgrading, and troubleshooting.
- Superior troubleshooting and task analysis skills.
- Experience in software configuration, and setup of computers using both the Windows and Macintosh operating systems.
- The ability to manage complex projects including supervision of contractors.
- The ability to train and supervise others in troubleshooting and repair of computers and networks.
- Knowledge of technology resources available via the Internet.
- Effective communication skills.

Ability to:
- Constructively work under stress and pressure when faced with high workloads and deadlines.
- Adapt to shifting priorities, multiple demands, ambiguity, and rapid change. Skills in organizational and time management sufficient to prioritize workload, handle multiple tasks, and meet deadlines are essential.

- Build solid, effective working relationships with other and to promote team cohesiveness, cooperation, and effectiveness.
- Apply both rational and creative processes and approaches to identify root causes of problems and their solutions.
- Operate standard office equipment and use required software applications to produce correspondence, electronic communication and maintain spreadsheets and databases.
- Convey information clearly and effectively through both formal and informal documents. Listen to and understand information and ideas presented through spoken word and electronic formats.
- Conduct professional development for hardware, software, and other technology related topics.
- Work independently with minimal supervision and work well with all levels of management and associates.
- Maintain confidentiality regarding student, staff, and district data.
- Apply the concept of "customer service" in all interactions.
- Work in a proactive manner to communicate, support, and educate all stakeholders.

Language Skills:
Ability to read and interpret curriculum documents and procedure manuals. Ability to write routine reports and correspondence. Ability to speak English effectively with staff, students, and community members.

Working Environment:
The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting (should be able to lift up to 50 pounds), carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally the job requires 40% sitting, 30% walking, and 30% standing. The job is performed under minimal temperature variations and is generally a hazard free environment.

Education/Experience:
Bachelor's degree in information technology or related field. Minimum of three years of related experience and/or training.

Licenses and Certifications:

A+, N+, Apple desktop and portable certification preferred

Database experience and relevant industry standard licenses and certifications given additional consideration

FLSA Status: Exempt

Contract Length: 12 month work calendar

Salary: Salary dependent on experience and education

PHYSICAL DEMANDS

Strength & Endurance

Lifting	Frequent - less than 66%
Carrying	Frequent - less than 66%
Pushing	Frequent - less than 66%
Pulling	Frequent - less than 66%

Mobility

Standing	40%
Walking	30%
Sitting	30%

Coordination

Stooping	Frequent – less than 66%
Kneeling	Occasional – less than 33%
Crouching	Occasional – less than 33%
Crawling	Occasional – less than 33%

Upper Extremity

Reaching	Constant – more than 66%
Handling	Constant – more than 66%
Fingering	Constant – more than 66%
Feeling	Constant – more than 66%

Climbing & Balancing

Climbing	Occasional – less than 33%
Balancing	Frequent – less than 66%

Sensory - Talking

Talk - Ordinary	Constant – more than 66%
Talk - Other	Frequent – less than 66%

Sensory – Hearing

Conversation	Constant – more than 66%
Other Sounds	Frequent – less than 66%

ENVIRONMENTAL CONDITIONS

Temperature & Moisture

Extreme Cold	Seldom – less than 5%
Extreme Heat	Seldom – less than 5%
Wet/Humid	Seldom – less than 5%

Noise & Vibration

Noise	Frequent – less than 66%
Vibration	Occasional – less than 33%

Hazards

Mechanical	Seldom – less than 5%
Explosive	Seldom – less than 5%
Electrical	Frequent – less than 66%
Radiation Exposure	Seldom – less than 5%
Burn Exposure	Seldom – less than 5%
Other Hazards	Occasional – less than 33%

Atmospheric Conditions

Fumes Exposure	Seldom – less than 5%
Mists Exposure	Seldom – less than 5%
Odors Exposure	Seldom – less than 5%
Gases Exposure	Seldom – less than 5%
Dust Exposure	Occasional – less than 33%
Other Atmospheric	Seldom – less than 5%

Protective Clothing & Devices

Not Applicable

Work Environment

98% Inside

2% Outside

Sensory – Vision

Acuity – Near	Constant – more than 66%
Acuity – Far	Frequent – less than 66%
Depth Perception	Constant – more than 66%
Accommodation	Constant – more than 66%
Color Vision	Frequent – less than 66%
Field of Vision	Constant – more than 66%