GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: EC NETWORK ANALYST/WEB MASTER
EXCEPTIONAL CHILDREN DEPARTMENT

GENERAL STATEMENT OF JOB

Under occasional supervision, performs specialized technical work in the area of implementation and maintenance of EC technology. Employee is involved with reviewing, and participating in EC technology projects, including performance evaluation and selection of hardware and software components. Work involves providing technical support and expertise concerning various types of computer software. Work also involves coordination between North Carolina Department of Public Instruction (DPI), the district, schools and vendor ensuring the district's compliance with reporting requirements related to student information. Employee also plans, coordinates and conducts training sessions periodically, and gives assistance to school-based and district personnel in the use of the program. Work also includes reviewing forms and handwritten information and entering data into the proper computer files, often utilizing specialized codes and abbreviations; updating files on a daily basis; and printing and preparing reports. Employee is responsible for troubleshooting errors or other operational problems with computers, peripheral equipment and software. Employee reports to the Supervisor-Administrative Services, Exceptional Children Services.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Serves as the contact for the Web-Based IEP and 504 Application for GCS.

Serves as lead Web-Master for the EC Department, ensuring that posted information is current and accurate. Works with EC Staff to post "Good News" and/or EC events for the district.

Completes the daily entry of Medicaid consent forms and generates monthly Medicaid tracking reports.

Assists with ensuring district's program is consistent with state mandated criteria.

Coordinates, facilitates and conducts training for EC software.

Uses specialized reporting software to produce district level reports for EC and 504.

Assists district personnel in implementing standards and operating procedures established for management of student data.

NETWORK ANALYST (EC DEPARTMENT)

Coordinates with PD staff and EC team to ensure all Professional Development activities are posted and attendee information is entered timely and appropriately.

May serve as lead-worker with respect to other technology services employees on various technical and networking projects.

Assembles computer-related equipment according to schematic diagrams and written instructions.

Troubleshoots hardware, software and networking problems, determines cause of error or stoppage, applies corrective techniques in cases where problems can be corrected, may arrange for repair of faulty equipment or upgrade out-of-date systems.

Monitors performance of EC systems, tracks significant problems, evaluates usage and modifies hardware/software for optimal performance.

Performs daily network administration tasks such as creating user IDs, maintaining groups, enabling printer sharing, managing security and backups.

Reviews EC technology projects, determines hardware, software and cabling requirements, determines scope of work, assists with purchasing required components.

Liaison with Technology staff to schedule and monitor installation procedures necessary to support access to networks.

Monitors new projects to ensure proper function of computer system and that timelines for installation are met.

Maintains documentation regarding network configuration and operating procedures.

Participates in long and short range EC technology planning.

Makes recommendations to supervisor regarding upgrades and replacement of technology related equipment.

Answers telephone, provides assistance as needed, refers calls to appropriate persons.

Manages EC technical Help-line to assist callers with technology issues and/or creates a work order request for additional on-site support.

Provides on-site assistance to users with utilization of available hardware and software.

Offer training for school-based and central office personnel in the use of EC technology.

Provides first-level support to all school-based personnel in the use of the computerized Data Management systems, handles complex system errors or malfunctions, and provides

expertise in non-routine situations.

Maintains software license agreements and inventory of equipment and components as required.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree with background in Special Education and/or Technology is desired with 3 to 5 years of relevant experience developing technical expertise; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

SPECIAL REQUIREMENT

Possession of a valid driver's license issued by the State of North Carolina and a personal vehicle for use during work hours.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment and tools including computers, scanners, adding machines, computer software, computer hardware, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Medium Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments or directions to assistants or subordinates.

Language Ability: Requires the ability to read a variety of correspondence, technical manuals, newsletters, trade journals, etc. Requires the ability to prepare reports, forms, training materials, system documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and geometry.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using computer equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.). Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

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Considerable knowledge of the Exceptional Children Data Management System used by the school system, operating procedures, related components, capabilities, limitations and system requirements.

Considerable knowledge of North Carolina Special Education policies and procedures.

Considerable knowledge of Department of Public Instruction standards, student accounting procedures and regulations, and state and local requirements as they apply to student information.

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NETWORK ANALYST (EC DEPARTMENT)

Considerable knowledge of other student information software packages.

Working knowledge of data maintained in student data warehouse and specialized reporting software.

Considerable knowledge of computer hardware and common software applications.

Considerable knowledge of networking hardware and software applications, capabilities and limitations, service requirements, and associated costs.

General knowledge of cabling infrastructure and electronic components required for networking.

Considerable knowledge of the school system's Long-Range Technology Plan, development methodology and development standards.

General knowledge of the techniques used in systems analysis and design.

General knowledge of the current literature, trends and developments in the field of technology and networking.

Ability to install and setup software packages that meet the needs of users.

Ability to systematically determine the source of computer problems and take appropriate action.

Ability to perform initial installations or upgrades of computer hardware.

Ability to configure network servers, networking software and required electronic components.

Ability to perform all aspects of network administration such as creating users, maintaining groups, administering security and performing backups.

Ability to troubleshoot problems with network hardware and software.

Ability to evaluate requests for changes and/or updates to the network.

Ability to evaluate software applications and to make recommendations for improvement.

Ability to train users on the use of equipment and various programs.

Ability to maintain complete and accurate records.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

GCS 4/2007, 7/2018

<u>DISCLAIMER</u>

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.