

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION
JOB TITLE: PROGRAM SPECIALIST II – SOFTWARE SPECIALIST
TECHNOLOGY SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Under limited supervision, performs a variety of administrative and technical tasks to maintain and upgrade computerized instructional programs and content. Work involves providing technical support for specific program's software and with instructional personnel in implementing the software. Must also be a liaison between software companies, instructional personnel, and curriculum department. Reports to the Director-Technology Services.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Provides technical support to maintain and upgrade software and hardware products, both servers based and stand-alone.

Provides technical assistance and may offer training to instructional staff in establishing and using programs, scanners, printers, and software.

Creates user accounts and establishes user permissions within software products.

Works with software companies to provide professional development opportunities.

Works with technology staff in the selection of resources that are compatible with school's technology infrastructure.

Troubleshoots and repairs technical software problems.

Works with curriculum department to gather and distribute data used for student assessment from software programs.

Plans, develops, and implements staff development activities that support the use of technology in education.

Assists with the purchase and distribution of courseware and related materials according to the implementation of technology in the school system; reviews and evaluates new hardware and software as it is developed; establishes and enforces system standards; provides assistance and direction to schools and procurement options and logistics of contracts; manages site and system-wide license agreements.

Collaborates with instructional personnel to develop curriculum materials and plans that integrate technology and the use of specific software programs.

Collaborates with teachers, media, and other instructional staff to evaluate and select resources addressing curricular needs and learning goals.

Provides information for the ongoing evaluation of the effectiveness of specific software.

Establishes and maintains cooperative relationship between Technology Services Department, Curriculum Departments, School Based personnel, and Software Companies to promote use and development of software products.

ADDITIONAL JOB FUNCTIONS

Implements other projects as assigned to meet system's goals.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in Education, and a high level of technical computer knowledge and networking certification preferred; or any equivalent combination of training or experience which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers, typewriters, copiers, calculators, etc. Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body. Light Work usually requires walking or standing to a significant degree.

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 and receiving instructions, assignments or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, etc. Requires the ability to prepare correspondence, reports, forms, 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 follow oral and written instructions. Must be able to communicate effectively and efficiently using a variety of technical or professional languages.

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

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 office equipment.

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

Color Discrimination: Does not require 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 emergency situations.

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

Considerable knowledge of networks, PC based computers and servers, software, and peripheral equipment.

Considerable knowledge of the principals of computer and software troubleshooting methods and corrective techniques.

Considerable knowledge of educational software and their place in a teaching atmosphere.

Considerable knowledge of the principles of organization, administration, and people skills.

Ability to develop workshops and presentations

Ability to use common office machines and computer-driven word processing, spreadsheets, and file maintenance programs.

Ability to effectively express ideas orally and in writing.

Ability to maintain complete and accurate records and to develop meaningful reports from them.

Ability to exercise considerable tact and courtesy in frequent contact with software companies, School Based personnel, and Curriculum based employees.

DISCLAIMER

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.