

Anoka Hennepin Independent School District #11

Position Standard

Technology Support Specialist III

Design and ensure the effective delivery of solutions that allow rapid deployment of technology hardware, software, and applications. Leverage current tools and best practices in technology management to provide solutions that allows educators to better support learning environments and other employees to better support the school systems or departments they serve.

Essential Functions:

- Oversee, deployment, administration, and integration of enterprise management solutions for the client technology experience within Anoka-Hennepin ISD11.
- Identify and recognize issues and the effect they will have in the AH enterprise. Research and develop workable solutions to meet or exceed the requirements for a functional enterprise.
- Work with the Technology Support Specialist II to manage processes related to enterprise images, collections, configurations, and packages.
- Work with Client Support Services Supervisor to determine and implement configuration standards.
- Research and develop automated processes to solve problems within the enterprise desktop computing space.
- Research resource and methods (e.g., journals, literature, vendor information, software updates) for the purpose of evaluating and maintaining current working knowledge of new and emerging technologies.
- Develop and document standards and procedures; analyze workflow; prioritize and assign work; set deadlines. Develop documentation and self-help materials to support district-wide technology.
- Collaborated with Level II Technology Support and provide direction on deployment of software to district-wide software.
- Meet regularly with appropriate vendors to maintain a positive working relationship.
- Document knowledge for dissemination and follow-up in the form of KB tech notes and articles.
- Perform other tasks and assume other responsibilities as assigned by the Client Support Services Supervisor.

Minimum Qualifications:

- High School Diploma or equivalent.
- Proven work experience in enterprise technology support.
- 2+ years experience leading and 3+ years experience supporting large deployments in the Macs or Windows PC environment.
- Demonstrated background of innovative thought and out-of-the-box problem solving.
- Experience administering an enterprise management solution such as JAMF Casper Suite or SCCM.

- Experience in desktop/mobile operating systems, applications, and desktop management systems.
- Demonstrated ability to develop solutions in a complex environment.
- Excellent customer service skills.
- Excellent communication skills including writing, speaking, and listening.
- Ability to work with diverse groups.
- Ability to travel between sites within the school district.
- Ability to maintain regular attendance, which includes completing an assigned day.
- Must be able to lift equipment weighing up to 40 pounds.
- Ability to perform position responsibilities including physical factors, work devices and materials handling, data functions, and people functions.

Physical Factors includes:

Constant: walking, pushing, stooping, squatting, repetitive arm, simple grasp, hearing, visual accommodation;

Frequent: lifting waist to chest, lifting below waist, pulling, kneeling, twisting, reaching, tasting/smelling, near vision, midrange vision, depth perception, field of vision;

Occasional: standing, sitting, reclining, lifting above shoulders, carrying, climbing, balancing, crouching, repetitive foot, firm grasp, fingering, feeling, talking, far vision.