

PUEBLO SCHOOL DISTRICT 60
CLASSIFIED JOB DESCRIPTION

It is essential that all employees of Pueblo School District 60 understand our mission is to provide a high-quality education that assures each student the knowledge, skills, and dispositions to lead a life of purpose and impact. Employees support the community and thrive in connecting with our students by embracing the core values of the district, which state:

- We believe that the success of every student is our most important commitment.
- We believe that collaboration and engagement with our community, parents, staff, and students are essential to our success.
- We believe that we must act with integrity, celebrate diversity, and promote equity.
- We believe that each individual must be treated with dignity and respect.
- We believe that the social and emotional well being of our students is as important as their academic needs.
- We believe that it is our responsibility to provide a safe, positive, and supportive environment for our students and staff
- We believe that our community heritage, traditions, and history should inform our response to future student and district needs.

As we embrace these values and consider their impact, we will achieve our vision of being a high performing school district that inspires community confidence. Each employee plays a part, and that contribution should bring us closer to helping each student achieve their dreams.

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| Job Title: | Implementation Technician |
| Prepared Date: | 11/11/2020 |
| Revised Date: | 9/25/2023 |
| Work Year: | 213 Days |
| Department: | Technology |
| Reports To: | Director of Technology |
| Salary Range: | Technology Salary Schedule Lane C |
| Benefits: | Fringe Benefits based on Schedule B Benefits |
| Status: | FLSA Status: Non-Exempt |

SUMMARY:

The Implementation Technician role is to implement new technology, both hardware and software, into the organization by helping plan and execute projects and train and support users of new technology. This includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan as well as assisting in the design and delivery of necessary training and professional development. The Implementation Technician will also define the project objectives and oversee quality control throughout its life cycle, to include supporting user on the use various types of software and hardware systems efficiently and effectively in fulfilling organizational objectives. This includes troubleshooting applications and software for all internal customers, such as operations, development, and other business units.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED:

- Bachelor's Degree in Computer Science, Information Systems, or related field or four (4) years' experience managing applications and/or systems management
- Valid Colorado Driver License and ability to be insured by District Insurance Carrier
- Employee must complete a fingerprint-based criminal background check and must be cleared by the Office of Human Resources
- Must be able to communicate effectively in English, both orally and in writing, using proper grammar and vocabulary

PREFERRED:

- Master's Degree in Computer Information Systems, IT Management, or related field
- Certified Associate in Project Management (CAPM) or Project Management Professional (PMP) Certification
- Prior experience in a medium to large sized K-12 public school district

SKILLS AND KNOWLEDGE:

- In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including [Microsoft Office, Google Docs/Sheets/Slides,].
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Good understanding of the organization's goals and objectives.
- Highly self-motivated and directed.
- Ability to absorb new ideas and concepts quickly.
- Good analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues.
- Ability to present ideas in business-friendly and user-friendly language.
- Very strong customer service orientation.
- Excellent written, oral, interpersonal, and presentational skills.
- Experience working in a team-oriented, collaborative environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position. This organization believes that every individual makes a significant contribution to our success. That contribution should not be limited to assigned responsibilities. Therefore, this position description is designed to define primary duties, qualifications and job scope but should not limit the incumbent nor the organization to the work identified. It is our expectation that every employee will offer his/her services wherever and whenever necessary to ensure the success of the District's/department's goals. Actual duties, responsibilities, frequency, and percentages may vary depending upon building assignments and other factors.

- Assist end users in the implementation of technical systems, software, and hardware solutions
- Evaluate end-user needs, develop configurations that support organizational process
- Define and execute on delivery and implementation plans
- Coordinate end user technology distributions (staff and student)
- Test and troubleshoot final system setups
- Provide training and end-user support during and after the implementation process
- Be involved in pre-sales product demonstrations and provide assistance in scoping projects or developing proposals
- Develop new processes and recommend improvements to procedures and ensure optimal level of customer satisfaction at all times.
- Coordinate with customers to design needs and objectives and ensure successful completion and implementation.
- Assist customers in optimal utilization of software tools and provide technical assistance as it relates to the initial implementation.

NON-ESSENTIAL DUTIES:

- Perform any and all other duties as assigned by the Director of Technology

The physical demands, work environment factors, and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is required to stand; walk; sit; use hands and fingers to handle or feel. The work requires the use of telephone and using fingers to operate computer keyboards. The employee is continually hearing and speaking to exchange information. The employee is required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

In a 9-hour workday, this job requires:

R – Rarely (Less than .5 hr per day)

O – Occasionally (.5 – 2.5 hrs per day)

F – Frequently (2.5 – 6 hrs per day)

C – Continually (6 – 9 hrs per day)

NA – Not Applicable

| Physical Requirements | NA | R | O | F | C |
|---|-----------|----------|----------|----------|----------|
| Sitting | | | X | | |
| Stationary Standing | | | | X | |
| Walking (level surface) | | | | X | |
| Walking (uneven surface) | | X | | | |
| Crawling | | X | | | |
| Crouching (bend at knees) | | | X | | |
| Stooping (bend at waist) | | | X | | |
| Twisting (knees/waist/neck) | | | X | | |
| Turn/Pivot | | | X | | |
| Climbing (stairs) | | | X | | |
| Climbing (ladder) | | X | | | |
| Reaching overhead | | | X | | |
| Reaching extension | | | | X | |
| Repetitive use arms | | | | X | |
| Repetitive use wrists | | | | X | |
| Repetitive use hands grasping | | | X | | |
| Repetitive use hands squeezing | | | X | | |
| Fine manipulation | | | | | X |
| Using foot control | | | X | | |
| *Pushing/Pulling Maximum weight: 100 lbs. | | X | | | |
| Lifting Maximum weight: 75 lbs. | | | X | | |
| Carrying Maximum weight: 75 lbs. | | | X | | |

WORK ENVIRONMENT:

Employee will work primarily in a school/office environment with both natural and fluorescent lighting with moderate to loud noise levels. Frequent travel between district facilities required