

## Job Description

### Information Systems Specialist

Job Title: Information Systems Specialist	Reports To: Information Technology Manager
Department: Finance	
Revision Date: 7/24/19	Classification: Exempt (FLSA) Ministerial

#### Position Overview

The Information Systems Specialist works as part of the IT team to respond to and resolve level 1 and 2 helpdesk tickets, determines which tickets are level 3, and refers those to the Information Technology Manager. Coordinates Chromebook repair reporting to the Information Technology Manager.

#### Essential Job Functions

- Demonstrate a commitment to Catholic values and the promotion of the associated culture within a Catholic school
- As part of the IT Team reviews incoming tickets, which the team prioritizes and responds by level of need, or works assigned tickets and follows up to ensure the problem has been resolved.
- Troubleshoot computers and networking as needed
- Works with Windows workstations in a Windows domain
- Works with Google Workspace for Education domain
- Coordinates Chromebook repair, supervising student aides on repair, managing workflow, parts inventory and asset reporting
- Setup and manage various AV equipment in conference room type settings
- Works with Apple OS based workstations
- Troubleshoots printers, projectors and other peripherals
- Works with Office 365 for Education Products
- Works with school information systems and various other software as needed for the organization
- Supports teacher's initiatives to infuse technology in the classroom; collaborates with various administrators and teachers for developing and implementing technology in the school environment.
- Trains in-house personnel to troubleshoot and resolve minor desktop support issues.
- Perform other related duties as assigned.

#### Physical Demands

- Ability to climb stairs, steps, stools and ladders.
- Ability to carry, push, pull equipment and supplies necessary to complete the essential functions of the position.
- Able to do heavy lifting (up to 35 pounds).
- Able to perform tasks that require repetitive motions such as bending, lifting, climbing, kneeling, walking, reaching above shoulders and sitting.
- Able to work on an on-call basis/weekends as needed.
- Ability to move hands in a repetitive motion including grasping, holding and finger dexterity.

**Key Attributes**

- A missionary disciple dedicated to the Proclamation of the Gospel
- A servant leader willing to serve others through fidelity and excellence
- Faith in the Presence of God – “Let us remember that we are in the Holy Presence of God.”
- Concern for the Poor and Social Justice – “Enter to Learn, Leave to Serve.”
- Respect for all Persons – “Live Jesus in our hearts... Forever.”
- Quality Education – “Teaching Minds and Touching Hearts.”
- Inclusive Community – “The Lasallian Family”

**Competencies (Knowledge, Skills and Abilities)**

- Works cooperatively with the Administration and supports administrative policies.
- Works as a team member with the educational staff.
- Demonstrates positive interpersonal relations with students and parents.
- Demonstrates a sense of professional responsibility.

**Certificates, Licenses, Registrations**

- Microsoft Certified Solutions Expert and /or A+ Certification, preferred

**Educational and Experience Requirements**

- Bachelor’s Degree from an accredited college or university with an emphasis on information technology, preferred
- Five years of computer network experience, required
- Project or product management experience with software, preferred; or any equivalent combination of training and experience, which provides the required knowledge, skills and abilities.
- Excellent personal computer skills required
- Expert level use of all Microsoft Office applications, including Outlook, PowerPoint and other productivity applications within the Microsoft Office suite.
- Expert knowledge of databases.
- Knowledge of student information systems, and education related software related platforms are a plus.
- Excellent interpersonal and customer service skills

**Employee Name (Print)** \_\_\_\_\_

**Employee Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**NOTE:** This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.