



# Mill Valley School District

## Who We Are

The Mill Valley School District is located 8 miles north of San Francisco and the Golden Gate Bridge in Marin County, California. The district has 5 elementary schools and 1 middle school with an enrollment of approximately 3,250 students in grades K through 8. Four of the schools are located within the City of Mill Valley, while two are located in the adjacent unincorporated areas of Strawberry Point and Tamalpais Valley. The District also includes the unincorporated communities of Alto, Almonte, Homestead Valley, and Muir Beach. The community has been rated as one of the top 20 best small towns in America by Smithsonian magazine.

Recognized and respected at both the state and national levels, the Mill Valley School District has developed a reputation for its ability to create exceptional learning programs. Teachers are given the academic freedom and support to create higher level learning activities and projects, designed to challenge the “whole child”.

## What it means to work here

The Mill Valley School District is dedicated to providing students with an excellent public education. As a result, the District recruits, hires and retains excellent teachers and staff to teach and support instruction as part of a professional learning community. The District actively supports staff in expanding their expertise. Teachers venture beyond classrooms with programs that link students to Bay Area resources and organizations as part of the curriculum. Many teachers participate in regional, state and national curriculum and professional development projects.

Our classroom teachers are supported by specialized program instructors in art, music, poetry, physical education, computer technology and library sciences. District special education services are provided through a variety of programs including learning centers, resource rooms and special day classes.

## *The Mill Valley School District Points of Pride*

### ***Our Points of Pride reflect what we celebrate as achievements in the Mill Valley School District:***

- A whole-child educational approach that emphasizes academic program studies, social emotional development, physical education, and the arts.
- High quality and experienced teachers, administrators, and support staff share decision-making through distributed leadership that values collaboration and diversity of opinion.
- A dynamic place to work, with highly sought-after positions, fairly negotiated union contracts and opportunities for professional development.
- Widespread community support for public education in Mill Valley, as specifically demonstrated by strong approval of parcel taxes and bond measures.
- Engaged students who are well prepared for lifelong learning in and out of the classroom.
- An exceptional music, art, dance, poetry, and drama program offered to students through the generous support of Kiddo!
- Strong, creative response to critical need from Mill Valley Community Education Foundation (Kiddo!) – with ties to local business community and respected brand-identity and leadership.
- Highly efficient and organized district/school site PTA and PTSA councils that support site level programs, and respond to essential needs of MVSD.
- Educators have the flexibility to design quality curriculum and deliver instruction to deepen student understanding. Students achieve at high levels of learning as demonstrated through multiple measures including standardized test scores.
- Prudent financial planning that helps insulate the district from the state’s funding uncertainty. The Community Financial Advisory Commission (CFAC) regularly advises the superintendent and board with a long-term financial forecast model.
- Safe, well designed, equipped, and maintained facilities that reflect the high standards of the community.
- A District that celebrates the success of students, staff, and partnerships with the Mill Valley community.
- Highly regarded schools that protect property values and the investment residents and business owners make in Mill Valley. MVSD is an asset to the community, making Mill Valley a desirable place to live and work.

## Mill Valley School District

### Vision

Our learning community inspires, engages, and empowers students to become lifelong learners and productive global citizens.

### Mission

We provide an excellent education that enables all students to achieve academic success and reach their full potential. We prepare our students to be responsible, contributing members of our community and wise stewards of our natural environment.

Please visit our website to view our strategic plan: [www.mvschools.org-strategic plan](http://www.mvschools.org-strategic-plan)

### What We Offer

Mill Valley School District offers a competitive salaries and comprehensive benefits package designed to meet the needs of all our employees:

- Pension Plans (STRS/PERS)
- Medical insurance
- Dental insurance
- Vision insurance
- Flexible spending accounts
- Commuter Check Program
- Employee Assistance Plan
- Professional Development

#### Contact Information:

Amy Sievers, Human Resources Department  
Mill Valley School District  
411 Sycamore Avenue  
Mill Valley, CA 94941  
(415) 389-7744  
[asievers@mvschools.org](mailto:asievers@mvschools.org)

**MILL VALLEY SCHOOL DISTRICT**  
**Technology Support Specialist**

**DEFINITION:**

Under the direct supervision of the Director of Technology, the Technology Support Specialist is responsible for client desktop, laptop, and mobile support. The Technology Support Specialist provides helpdesk services, remote support, on-site troubleshooting, installation and configuration of computers, mobile devices, VoIP phones and peripherals including consistent client imaging practices.

**ESSENTIAL FUNCTIONS:**

- Provide Information Technology (IT) support to several school sites and/or the District Office as assigned
- Maintain, support and repair, as needed, all district technology equipment, including desktops, laptops, tablets, printers, projectors, A/V equipment, document cameras, and interactive whiteboards
- Install and deploy new equipment and perform hardware/software upgrades
- Provide help desk services, using remote management software, as needed
- Escalate complex work orders to System Administrator III for resolution as appropriate
- Maintain timely and accurate helpdesk records using the District's ticket management system
- Deliver on-site service and support to end users
- Maintain district inventory database
- In coordination with management and senior system administrators, develop, organize, and maintain IT policies, procedures, and system documentation
- Perform field repairs, or arrange and track service dispatch (warranty/repair), as appropriate
- Manage the setup and administration of mobile devices using the district's Mobile Device Management (MDM) system
- Configure and support VoIP Phones and voicemail
- Create/delete user accounts and perform basic administration of district Active and Open Directory
- Research equipment, software or other solutions and make recommendations
- Provide basic training to end users in device hardware, software applications, and mobile devices, and assist administrators, teachers, students, parents and visitors with the effective use of district technology
- Assist with the recycling of obsolete equipment
- Monitor security and anti-virus/malware protection and perform necessary updates/repairs and/or recommend changes to improve system integrity
- Work professionally with vendors, consultants and external tech support, as needed
- Keep up-to-date with knowledge, skills, and new technology developments

**REQUIRED QUALIFICATIONS:**

Knowledge of:

- Workstation setup and configuration (Windows and Mac)
- Operating Systems: Windows, Mac OS X, UNIX/LINUX
- Networking: TCP/IP, email protocols, Cisco IOS, network printing, wireless
- Active Directory
- Troubleshooting strategies and resources

Ability to:

- Have strong interpersonal and communication skills
- Train users in software applications and operating system fundamentals
- Effective written and oral communication skills, including the ability to write basic documentation in clear English

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- Work on own initiative, with strong sense of responsibility and high degree of reliability (self-starter)
- Operate and maintain equipment and tools safely and skillfully
- Establish and maintain cooperative and effective working relationships with others
- Establish and maintain accurate, comprehensive records
- Problem solve and troubleshoot

**TRAINING AND EXPERIENCE:**

**Required:** High school graduate or equivalent, supplemented by two years of college course work in Information Technology or similar and two years of technology support experience.

**Desired:** Degree in computer science or a related field or equivalent; Apple, Microsoft, Mobile Device Management (MDM), Cisco or relevant industry certifications; familiarity with networked/distributed computing environment concepts

**LICENSE REQUIREMENTS:**

Must possess and maintain a valid California driver's license.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to lift and carry hardware and tools to/from user sites up to 50 pounds
- Walking, stooping, crawling, reaching and working in awkward positions to install, connect and repair computers and wiring
- Manual dexterity to configure and repair hardware and use hand and power tools
- Drive site to site utilizing own vehicle

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.