



JOB DESCRIPTION
IT Specialist - Mobile Technology

DIVISION: Office of Performance & Information Technology (PIT)	GRADE: IT2
DEPARTMENT: IT Infrastructure & Production Services	WORK DAYS: Annual
REPORTS TO: Assistant Director (IT Asset Management)	FLSA STATUS: Exempt
CLASSIFICATION: Classified	DATE: 6/8/2021

Our Mission: Through a caring culture of equity, trust, and collaboration, every student will graduate ready for college, career, and life.

Our Vision: A high-performing school district where students love to learn, educators inspire, families engage, and the community trusts the system.

Our Guiding Principles: **Equity** in our approach to decision making, **Ethics** to demonstrate our integrity, **Engagement** with our school community, and **Excellence** in everything we do.

POSITION SUMMARY

The IT Specialist (Mobile Technology) tactically and strategically provides day-to-day and long term support of Mobile Device technology usage and integration of technology within the District's schools. Contributes in the development, implementation and adherence to IT policies and procedures. Provides consultation to teachers, principals, break fix staff and IT management on the use of current and emerging technologies. Provides an effective level of management in communicating process to their customers and supports and empowers them in the effective delivery of instruction to the District's students.

MINIMUM REQUIREMENTS

EDUCATION:

CERTIFICATION/LICENSE:

WORK EXPERIENCE:

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of computer science, K12 and testing regulations relating to instruction.
- Excellent customer service experience and time management.
- Friendly and warm with a take charge attitude.
- Team oriented attitude and constructively mentors team.
- Good communicator and listener.
- General knowledge of PCs, Windows OS, Google Chrome OS networks and printers is a plus.



- Analytical thinking, ability to organize work in a precise manner, solves problems using clear logic from problem definition to solution, ability to concentrate for long periods of time, and is relentless in pursuit of meaningful solutions.
- Is able to identify areas where other expertise is required and is willing to be self-directed in gaining knowledge and seeking help.
- Self-motivated, learns quickly, follows instructions precisely, and documents his/her work carefully.
- Distinguishes themselves as the Technical Designer/Owner of the Mobile Technology.

ESSENTIAL DUTIES

- Primarily responsible for mobile device management, ordering, deployment, and account management.
- Tracks purchase orders, billing and account reconciliation.
- Proactively implements processes to ensure mobile devices are delivered, serviced, and returned in a timely-manner.
- Facilitates new quotes and request forms for mobile devices and desktops.
- Tracks and reports any changes in purchased service warranty plans.
- Conducts District-wide laptops and desktops rollouts.
- Manages vendor relationships with current hardware, software and wireless.
- Identifies all hardware and software requirements required for customer when requested.
- Responsible for mobile technology strategy District-wide.
- Integration of Apple and Google Chrome support to APS environment.
- Manage bring your own device implementation (BYOD).
- Required to have prompt, regular attendance in-person and be available to work on-site, in-person during regular business hours and as needed.
- Performs other duties as assigned by an appropriate administrator or their representative.

PHYSICAL ABILITIES AND WORKING CONDITIONS

The physical abilities, working conditions and other conditions of employment listed in this document are representative of, but are not intended to provide an exhaustive list of the requirements for positions in this classification. In the event of an emergency or situation requiring guidance from Federal, State, or local or school district authorities, the requirements of this position may change temporarily or for the school year to best serve the needs of our students.

Vision: Ability to read small print and view a computer screen for prolonged periods.

Hearing: Ability to tolerate exposure to noisy conditions.

Speech: Ability to be understood in face-to-face communications, to speak with a level of proficiency and volume to be understood over a telephone or computer.

Upper Body Mobility: Ability to use hands to grasp, and manipulate small objects; manipulate fingers, twist and bend at wrist and elbow; extend arms to reach outward and upward; use hands and arms to lift objects; turn, raise, and lower head.

Strength: Ability to lift, push, pull and/or carry objects which weigh as much as 5 or more pounds on a frequent basis. Incumbent may be required to physically restrain parties involved in a conflict.

Environmental Requirements: Ability to encounter constant work interruptions; work cooperatively with others; work independently; work indoors.

Mental Requirements: Ability to read, write, understand, interpret and apply information at a moderately complex level essential for successful job performance; math skills at a high school proficiency level; judgement and the ability to



process information quickly; learn quickly and follow verbal procedures and standards; give verbal instruction; rank tasks in order of importance; copy, compare, compile and coordinate information and records. Understand how to manage stress.

Remote Work Requirements:

Additional Work Conditions & Physical Abilities: Ability to be flexible and adapt as needed between various in-person working environments.

The Atlanta Public School System does not discriminate on the basis of race, color, religion, sex, citizenship, ethnic or national origin, age, disability, medical status, military status, veteran status, marital status, sexual orientation, gender identity or expression, genetic information, ancestry, or any legally protected status in any of its employment practices, educational programs, services or activities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This job description is intended to accurately reflect the duties, responsibilities and requirements of the position. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. Management and administration reserves the right to modify, add, or remove duties and assign other duties as necessary.