



JOB DESCRIPTION

IT Operations VIP Support Specialist

DIVISION: Office of Performance & Information Technology (PIT)	GRADE: IT2
DEPARTMENT: IT Infrastructure & Production Services	WORK DAYS: Annual
REPORTS TO: Assistant Director (IT Service Delivery)	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 Operations VIP Support Specialist provides critical support to the executive leadership and to the Atlanta Public Schools (APS) Board of Education (BoE). The position will provide technology support for BoE members or executive leadership staff, specifically related technology needs for community events, monthly BoE meetings and any other events involving BoE members or executive leadership. The specialist will collaborate with other members of the technology team, communication team and engagement team to ensure that the technology needs are met as it relates to the planning and execution of events. The position will have the primary responsibility of ensuring that technology resources are deployed on-schedule to designated sites as they are required. This work will be completed on-site at the APS Center for Leadership and Learning (CLL) building or at any of the schools, sites or buildings in the metro Atlanta area. The position may require work after-hours or weekends (as needed). The incumbent will be responsible for providing regular updates, meeting the deadlines imposed by the District.

MINIMUM REQUIREMENTS

EDUCATION:

- Bachelor's degree in computer technology, telecommunications, computer science, or related field required or equivalent experience required.
- In lieu of degree, will consider 2 years of related technology experience per year of college (8 years).

CERTIFICATION/LICENSE:

- Must have valid driver's license and access to private transportation required.
- A+ Certification required.
- ITIL certification preferred.
- Microsoft Windows certification is a plus.

WORK EXPERIENCE:



- 5 years related IT support experience including at least 3 years of experience with Windows Operating Systems, Servers, and network hardware required.
- Experience supporting current versions of Microsoft Windows, Microsoft Office, and latest technology

KNOWLEDGE, SKILLS & ABILITIES

- Familiar with basic audio-visual technologies, Microsoft Teams environment, VoIP telecommunications technologies, and networking skills.
- Advanced understanding of technology hardware, including desktop computers, laptops, tablets, printers, projectors, and scanners.
- Knowledge of one or more operating systems, such as Microsoft Windows, Mac OS, or Linux.
- Familiarity with IT support tools, such as Active Directory, LanDesk, service desk software.
- Working knowledge of PC/LAN application software including Office 365 and Internet browsers (Internet Explorer, Chrome, Safari).
- Must be able to successfully manage multiple tasks, projects, and responsibilities.
- Excellent written and verbal communication skills with a particular focus on clearly articulating IT incidents and their solutions so that both end users and technical support staff understand what is being communicated.
- Ability to apply critical thinking skills in rendering solutions to various technical issues.
- Ability to independently learn new technology and provide instruction to others.
- Must be able to collaborate effectively with District and school personnel, the help desk, the general public, and work with diverse groups of people.

ESSENTIAL DUTIES

- Responsible for executive leadership and Board of Education members support tickets.
- Installs requested software on to PC and Apple devices.
- Troubleshoots and resolves minor wireless, network, switch, or printer issues; escalates major issues (wireless, network, etc.) to information technology (IT) infrastructure technical teams.
- Follows established processes and procedures, documenting work performed, including steps to resolve issues, at all times within district ticketing systems for audit and/or knowledge-based purposes.
- Reports any suggestions that may improve processes or enable more efficient support to supervisor.
- Designs and setup all executive leadership IT requirements for meetings.
- Acts as the liaison between IT and the Office of Superintendent, works with rest of department and vendors to resolve technical issues.
- 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: Must be able to lift 50 pounds. Physical setup and breakdown of events.

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. Will require travel to multiple sites.

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.