

Job Title:	Technology Specialist CNP	Wage/Hour Status:	Hourly
Reports to:	Director/Assistant Director FNSIS	Pay Grade:	502
Dept./School:	Food and Nutrition Services	Date Revised:	January 5, 2022

Primary Purpose

Perform remote and on-site technical support to maintain, diagnose, and install, POS, computer, peripheral, network, and telecommunications equipment: including the specific hardware, software, and web applications in support of Food and Nutrition Services department District wide.

Qualifications**Education/Certification**

Associate's Degree in Computer Science, or related degree

OR

High School Diploma/GED, and A+/Net+ Certification

Special Knowledge/Skills

- Knowledge of computer workstation, peripheral setup, and installation
- Knowledge of computer hardware and software applications
- Knowledge of multiple operating systems
- Knowledge of database and relational tables
- Knowledge of sequel scripts and the ability to modify queries
- Knowledge of Food and Nutrition Services information reporting
- Knowledge of Food and Nutrition Services TDA guidelines
- Knowledge of Food and Nutrition Services meal programs
- Knowledge of Food and Nutrition Services software application preferred
- Ability to diagnose, maintain, and repair computers and peripherals including POS's, handheld scanners, pin pads, and printers
- Ability to communicate effectively, verbal, written, and electronically

Experience

Three (3) years work experience installing, maintaining, and repairing computers and peripherals with an Associate's Degree in Computer Science, or related degree.

OR

Five (5) years' experience installing, maintaining, and repairing computers, POS's, and peripherals with an A+/Net+ Certification, and a High School Diploma/GED.

Major Responsibilities and Duties

1. Respond to support calls in a timely and efficient manner.
2. Install, upgrade, and configure computers, POS's, peripherals, time clocks, and multimedia devices (Menu Boards) for the district related to Food and Nutrition Services.
3. Relocate computer hardware, peripherals, and equipment as needed.
4. Install and configure software as needed.
5. Use remote administration software to diagnose/control workstations
6. Backup local database in relation to Food and Nutrition Services application information system.
7. Assist with the installation, maintenance, troubleshooting, and repair of data communications equipment, and cabling.
8. Assist with the installation, maintenance of the Food and Nutrition Services security surveillance system.
9. Troubleshoot operating system and application issues.
10. Diagnose, and troubleshoot computer and POS issues.
11. Diagnose, and troubleshoot Food and Nutrition Services temperature monitoring equipment.
12. Provide after hour/weekend/holiday support for special projects.
13. Assist in documenting Federally Funded inventory related to Food and Nutrition Services hardware equipment.
14. Provide end user training on POS operations, and application software reporting.

- 15. Follow established safety procedures and techniques to perform job duties including software reporting.
- 16. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.
- 17. Maintain professional and customer-service oriented demeanor.
- 18. Perform other duties as assigned by supervisor

Supervisory Responsibilities

None

Equipment Used

Hand tools and test instruments for networks, personal computers, POS, and peripherals

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Frequent standing, walking, pushing, and pulling, heavy lifting (25lbs or more), carrying, stooping, bending, and kneeling. Frequent districtwide travel.

Terms of Employment

238 days; hourly rate to be established by the Board of Trustees

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

I acknowledge that my performance evaluation will be based on stated duties/responsibilities. I am also aware that my position is funded with federal funds and my job duties/responsibilities must comply with the Federal Program requirements.

Employee Signature: _____ **Date:** _____

I hereby certify the above information to be true and correct. The employee will be supervised to ensure that work performed by the individual listed above, is compliant with Federal Program requirements.

Supervisor Signature: _____ **Date:** _____

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, Rosa Ramos at 230-2031; Section 504 inquiries regarding students may be referred to Kelly Ball at 230-2856.

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, Rosa Ramos at 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas a Kelly Ball al 230-2856.B