

JOB DESCRIPTION

TITLE CAREER EDUCATION TECHNOLOGY MANAGER

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/ Experience	Associate's degree or equivalent from a college or technical school; or three years related experience and/or training; or equivalent combination of education and experience including specialized training in DOS, Windows, Netware and Linux; problem solving skills; experience with hardware. Knowledge and experience with HTML preferred. Experience with Symantec Antivirus, network security systems, backup systems and POS in a technical education environment preferred. Experience with Network Administration management. Setup and configuration of network security policies preferred.
Language Skills	Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedures manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
Mathematical Skills	Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
Certificate/License	A+, NET+, IC3, MCSA, CCNA, CAN, or CNE preferred.
Reasoning Ability	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
Physical Demands	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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit, talk and hear; stand and walk; use hands to finger, handle, or feel; reach with hands and arms. The employee occasionally lifts and/or moves up to 100 pounds. Specific vision ability required by this job includes close vision, distance vision, and the ability to adjust focus. The employee is required to perform close work inside the computer and constantly view the computer monitor. The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment by the District.

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. The noise level in the work environment is usually moderate.

REPORTS TO Principal, LWIT

GENERAL RESPONSIBILITIES

1. Supports and maintains the Workforce Education Local Area Networks (LAN) and associated hardware.
2. Supports administrative and instructional users at LWIT and Bethune.
3. Provides on-site troubleshooting and resolution of any type of hardware and network problems, including but not limited to server troubleshooting/repair, PC, laptop and printer troubleshooting/repair, and troubleshooting for workforce education software and information management systems.
4. Maintains LWIT website and postsecondary education student information systems.

SPECIFIC RESPONSIBILITIES

1. Monitors for problems, then diagnoses and repairs.
2. Maintains, diagnoses and resolves technology problems in the applications and server software including Windows, Linux, Backup Exec, ManageWise, virus protection, GroupWise, LAN/WAN and in a timely manner.
3. Installs and configures instructional and supported software on stand-alone and networked computers.
4. Maintains and repairs servers, their hard drives, and CD-ROM towers.
5. Diagnoses and repairs desktop and laptop hardware including A/V equipment and printers.
6. Creates and maintains accurate documentation of network infrastructure, inventory, and other network hardware and services documentation as requested.

7. Keeps abreast of the latest hardware trends, developments and their repairs.
8. Plans and investigates new hardware technologies appropriate for postsecondary education.
9. Maintains and repairs all hardware used to filter content to ensure it is appropriate for postsecondary education.
10. Monitors generated logs and reports of hardware problems and resolutions for weaknesses in the system and takes long-term corrective action.
11. Analyzes hardware resource utilization and makes recommendations for improvements to enhance the usage of technology.
12. Maintains postsecondary education website hardware, including ongoing hardware updates to allow for web-based student information acquisition and registration.
13. Maintains, diagnoses, and repairs routers, switches, and bridges.
14. Works with the Workforce Education Technology Coordinator to maintain, and troubleshoot hardware to support the postsecondary student information management system.
15. Acts as a mentor to various interns and other personnel in the Technology Department; supervises onsite work experience of students in Network Support, or related, certificate programs
16. Provides feedback and insight into hardware maintenance and repair solutions to reduce operating inefficiencies and to enhance productivity.
17. Performs other duties as assigned.