



Title: Information Technology-Tech Services 2

Reports To: Chief Technology Officer

FLSA: Non-Exempt

Updated: Nov. 2024

Position Summary

This year around position is responsible for district computers, servers and network related hardware and software. The successful candidate will fulfill a wide range of end computer and data center systems administration, maintenance, installation, troubleshooting, and repair while establishing and maintaining a high-level customer service relationship with faculty, students, staff personnel, and data center partners. The eligible person will be required to work as a key team member of the COPESD Technical department to ensure technical documentation, project planning, security analysis, upgrade planning, and training feasibility. This position reports to the COPESD Chief Technology Officer.

Primary Duties and Responsibilities

(Essential functions in terms of the American's with Disabilities Act)

- Manage, maintain, repair, troubleshoot, and support networks, servers (physical and virtualized), computers, and mobile devices for the ESD and other applicable constituent districts.
- Recommend and coordinate the purchase, acquisition, and implementation of computer, software, peripherals and network-related equipment.
- Provide technical support, including installation, configuration, troubleshooting, upgrade, and ensuring operation of computer systems for ESD and applicable constituent districts.
- Research, consult, recommend and implement third party hardware and software products. Install, maintain, upgrade, and troubleshoot wireless network equipment.
- High-level expertise within multi-vendor virtualization environment utilizing Microsoft and VMWare.
- Provide excellent customer support both remote and in-person by utilizing email, ticket system and remote access support tools.
- Work in a team environment to successful accomplish COPESD technology support agreement and goals.
- Drive and desire to stay up to date on the latest technological developments in electronic hardware, software and device management.
- Other responsibilities as assigned at the direction of the Technology Supervisor or Superintendent.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.

Preferred Employment Qualifications

Education: Bachelor's degree in Information Technology, Computer, or computer related degree preferred

Experience: Minimum of 3 years' experience in server administration, network administration, and server virtualization

Supervisory Responsibilities: None

Certificates, Licenses, or Registrations: Cisco, Microsoft, and VMware

Other Knowledge, Skills, and Abilities:

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.

Required:

1. Ability to consistently and reliably perform all duties of the position.
2. In depth knowledge of Microsoft Server 2012/22, VMWare VCenter/ESXi 6.5/7/8
3. High-level knowledge of Storage Area Network (SAN) systems and third party backup systems.
4. Strong computer systems knowledge and expertise.
5. Knowledge of database system administration
6. Familiarization with application and network monitoring systems.
7. Ability to learn and support various data center hosted applications and services.
8. Ability to use computer technology efficiently including word processing, PowerPoint, and Excel spreadsheets.
9. Ability to communicate effectively at all levels.
10. Ability to problem solve and utilize critical thinking.

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 regularly required to sit or stand for long periods of time and occasionally must manually move, lift, carry, pull or push heavy objects or materials. There is occasional stooping, bending and reaching. Close vision is required to perform computer related tasks.

Work Environment:

The noise level in the work environment is usually quiet to moderate with occasional exposure to data center and server room equipment noise.

The qualifications listed above are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties of the job.

Note: This tech may be assigned to any district within COPESD, and it may be changed at any time.

Terms of Employment

Annual Work Days: 2080 (8 hours per day)

Salary Scale: \$18.31 - \$29.63

This job description is not an employment contract and should not be construed as such. Additionally, no other statement, verbal or written, is to be interpreted to constitute an employment contract or an employment relationship other than at-will. Employment in support staff positions with Cheboygan Otsego Presque Isle Educational Service District (COPESD) is not by annual contract but rather is at-will, and terminable either by the employee or the employer at any time, with or without cause, except as otherwise provided by law.

This current job description supersedes all prior descriptions and all previous versions of the job description are null and void. This job description may be amended or modified at any time by the employer. Any such modification will be timely communicated to all affected employees.