



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA  
JOB DESCRIPTION

**POSITION TITLE:** Systems Support Specialist II  
**CLASSIFICATION:** Exempt  
**PAY GRADE:** 24  
**BARGAINING UNIT:** BTU-TSP  
**REPORTS TO:** Information & Technology Director or Designee of the Chief Information Officer  
**CONTRACT YEAR:** Twelve Months

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**POSITION GOAL:** ~~To design, maintain and implement networks and telecommunications systems.~~ Support all technology network infrastructures, wireless devices and manage technology projects for schools and district District departments. Maintain close working relationship with customers.

**ESSENTIAL PERFORMANCE RESPONSIBILITIES**

The Systems Support Specialist II shall carry out the performance responsibilities listed below.

- ~~support~~ Support server and desktop-based, laptop and server hardware. Maintains system and integrates these within the network.
- ~~analyze~~ Analyze and documents customer requirements for specific projects as assigned, including designing new systems and preparing specifications.
- ~~design~~ Design and implements enhancements for specific existing systems, as assigned.
- ~~collaborate~~ Collaborate with business units and schools, creates professional development materials for end users. Assist with technical support.
- ~~assume~~ Assume responsibility for all priorities and projects that assist in achieving the District's Strategic Plan.
- ~~perform~~ Perform and promote all activities in compliance with the equal employment and non-discrimination policies of ~~the~~ The School Board of Broward County, Florida.
- ~~participate~~ Participate in the training programs offered to enhance the ~~individual's~~ individual skills and proficiency related to the job responsibilities.
- ~~review~~ Review current developments, literature and technical sources of information related to job responsibilities.
- ~~ensure~~ Ensure adherence to ~~good~~ safety rules and procedures.
- ~~follow~~ Follow federal and state laws, as well as School Board policies.
- ~~perform~~ Perform other duties as assigned by the ~~director~~ immediate supervisor, or designee.

**MINIMUM QUALIFICATIONS & EXPERIENCE:**

- An earned associate's degree from an accredited institution ~~in computer science, computer information systems, management information systems or related field.~~
- ~~Minimum~~ A minimum of ~~seven (7)~~ six (6) years, within the last ~~twelve (12)~~ nine (9) years, of experience in systems ~~design and implementation management, training, documentation, or graphic design.~~
- Computer skills as required for the position.

**PREFERRED QUALIFICATIONS & EXPERIENCE:**

- An earned bachelor's degree from an accredited institution ~~in computer science, computer information systems, management information systems or related field.~~
- ~~Minimum of five (5) years, within the last ten (10) years, of experience in systems design and implementation management.~~
- Demonstrated experience and familiarity with the process of designing and configuring structured networks and in the support network products and solutions and /or managing systems to support technology.
- Bilingual skills.

**SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:**

Communicates regularly with employees throughout the District using tact and good judgment to complete assigned projects.

**PHYSICAL REQUIREMENTS:**

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

**~~FLSA OVERTIME CATEGORY~~**

~~Job is exempt from the overtime provisions of the Fair Labor Standard Act.~~

**EVALUATION:**

Performance will be evaluated in accordance with Board policy.

Board Adopted: 2/19/14

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