



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: Systems Support Specialist II
JOB CODE: RR-083
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

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

Board Approved: 5/8/18

Board Adopted:

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