<div align="center">**TOWN OF CANTON**</div>

TITLE:	Technology Specialist	**CLASS:**	Exempt
DEPARTMENT:	Chief Administrator's Office	**DATE**:	September 9, 2020

POSITION DESCRIPTION

The Technology Specialist will perform routine to complex technical duties related to the Town's technology information systems. The Technology Specialist will provide development, support, implementation and oversight to technological systems including servers, workstations, networks, mobile devices, telecommunication systems and various software programs. Although a Town employee, the Technology Specialist shall work closely and receive direction from the Board of Education Director of Technology. When needed, the Technology Specialist shall perform technical services for the Town's school system.

SUPERVISION RECEIVED

The Technology Specialist reports to the Chief Administrative Officer and receives guidance and direction from the Board of Education's Director of Technology.

ESSENTIAL JOB FUNCTIONS (EXAMPLES)

- Provide end user support for computer/communications equipment, with primary focus on resolving end user issues with hardware, software and related systems at the personal workstation level.
- Responsible for providing basic support in procuring, installing, configuring and maintaining computer/communications equipment.
- Troubleshoot and resolve technology issues and provide training as necessary.
- Provide support for servers, networks, security and related systems.
- Oversee the implementation of new technologies.
- Maintain an inventory of computers, peripherals, audio/visual, software and licenses.
- Coordinate and assist in the preparation of status reports and metrics.
- Assist in development and maintenance of the Town web page and social media.
- Monitor and prepare an annual budget for the Town's technology needs.
- Work with the School IT Department to accomplish shared technology goals.
- Maintain backup and crash recovery systems and processes.
- Develop, maintain and test security policies for the Town's computer systems in accordance with criminal justice information services guidelines.
- Develop and maintain a system of remote access for the Town's network system.
- Occasionally work outside of normal business hours to accomplish off-hour tasks.
- Review software usage requirements and assist staff with implementation of software programs.
- Maintain and implement changes to the wireless infrastructure
- May perform additional tasks and duties as necessary and/or requested.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Utilize exceptional customer service and communication skills both verbally and in writing, with the ability to cultivate professional partnerships and inspire team collaboration.
- Knowledge and ability to apply technology principles and best practices.
- Knowledge of routers, hubs, and other LAN devices.
- Knowledge of computer installations, maintenance, and software support to perform computer troubleshooting.

- Ability to establish and maintain working relationships with staff and the school community.
- Ability to articulate technical information to non-technical audiences.
- Ability to perform computer installation and maintenance.
- Ability to install and troubleshoot software programs.
- Ability to learn new operations, procedures, processes, and use of equipment.
- Ability to organize, set priorities, and work effectively under pressure.
- Ability to read, interpret, understand, and apply detailed and complex technical information.
- Knowledge of Intranet and Internet concepts, protocols and connection options.
- Skill in troubleshooting and resolving network connectivity and any hardware and software problems.
- Ability to multitask and prioritize multiple responsibilities.

REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee may be exposed to airborne particles. The employee will be required to provide his/her own transportation.

Work is mostly performed in an office setting. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required for this position include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

REQUIRED MINIMUM QUALIFICATIONS
The requisite knowledge and skills generally would be acquired with a with a Bachelor's Degree in information technology, computer science, computer engineering or closely related field and at least two years' experience working in a technology environment or a combination of education and additional work experience.

LICENSE OR CERTIFICATE
Must possess a valid and current driver's license.

NOTE: The above description is illustrative only and is not meant to be all-inclusive.