Computer Technician - Service Desk

Department of Technology Services

Job Code: ____________________________

Filing Deadline: 12:00 PM

Pay Level 13, Salary Range: $41,005 - $77,195
12 Month Position (Prorated), 8 hours per day

DESCRIPTION:
The Computer Technician is directly responsible for the installation, testing, and ongoing support of appropriate information and communication technologies for the equipment within Loudoun County Public Schools. This position provides first level support of hardware and software, including but not be limited to workstations, laptops, printers, scanners, Microsoft products, Adobe products, and a variety of other applications used within Loudoun County Public Schools.

PRIMARY RESPONSIBILITIES:
The technician will perform such activities as necessary to fulfill the requirements of the position, including but not limited to:

- Installing, configuring, troubleshooting, and repairing workstations and peripheral equipment.
- Installing, configuring, and troubleshooting the operating system, software programs, and connectivity software.
- Troubleshooting network connectivity problems.
- Installing, configuring, and troubleshooting network print-share devices and printers.
- Developing and maintaining sufficient knowledge of the information and communication technologies used within the Loudoun County Public Schools in order to provide quality and timely support to the users of those technologies.
- Acting both proactively and reactively to define and resolve technical problems and to recognize and implement opportunities for technical improvements.
- Performing related work as required.

QUALIFICATIONS:
Graduation from high school and completion of specialized training in computer technology either during or following high school; and experience in repairing a variety of computers and peripheral devices; or any combination of education and experience that would provide the following knowledge, abilities, and skills:

- Excellent working knowledge of hardware, software, and network communications.
- Complete familiarity with Windows OS, as well as database, spreadsheet, and word processing applications in the Windows environment is essential.
- Must be able to work effectively as part of a team.
- Demonstrates the professional and personal characteristics necessary for working effectively with school personnel.
- A+ Certification preferred.
- Candidate must be able to lift 50 lbs.
Financial Analyst

Department of Technology Services

Job Code:

Classified Position, Level 16
Salary Range: Refer to Classified Salary Scale
12 Month Position (Prorated), 8 hours per day

Filing Deadline: 12:00 PM

DESCRIPTION:
The Financial Analyst performs standard financial and accounting tasks in an established financial management system. This staff member is responsible for the maintenance and reconciliation of technology accounts such as operating, lease purchase, grant, and eRate. The position reviews and recommends modification, if necessary, to ensure compliance with proper reporting procedures and controls. Independent judgment is exercised in applying acquired knowledge and skills for the performance of the assigned responsibilities.

PRIMARY RESPONSIBILITIES:
• Maintains and verifies internal controls established for recording expenses and revenues received
• Works with Business and Financial Services staff related to invoicing, and proper coding for all technology expenditures
• Incorporates analysis of historical and current expenses to provide budgetary projections for the current fiscal year and subsequent budgetary periods
• Prepares weekly and monthly expenditure reports and projections
• Reviews and provides feedback to management related to planned versus actual expenditures
• Works with Business and Financial Services staff to ensure compliance with Federal and State requirements and School Board policies and procedures regarding eRate, lease purchase, and grant expenditures
• Maintains ownership of DTS financial templates and process to maintain a high level of visibility, clarity, and accuracy into current year financials and budgetary projections; performs financial reviews as assigned by the Director of Technology Operations and Support
• Performs related work as required

QUALIFICATIONS:
• Holds a Bachelor’s Degree and experience in the administrative support function or an equivalent combination of education and experience that would provide for the successful completion of the assigned responsibilities.
• Applicable experience including work with an automated financial management system of a large organization (school system preferred)
• Working knowledge of personal computers including Microsoft Office suite of applications
• Good human relations and communication skills and the ability to work under pressure are essential

ORGANIZATIONAL RELATIONSHIPS:
The Financial Analyst reports to the Supervisor of Technology Operations.
Senior Data Analyst

Department of Technology Services  Filing Deadline: 12:00 PM
Job Code:  

Classified Position, Level 17
Salary Range: Refer to Classified Salary Scale
254 Day Position (Prorated), 8 hours per day

DESCRIPTION:
The Senior Data Analyst assists with planning, scheduling, monitoring, and auditing of data entered into the student information system; provides end user support; and assists with preparation and data processing of statistical reports for LCPS departments and the Virginia Department of Education.

PRIMARY RESPONSIBILITIES:
- Audits data and performs data analysis to complete a variety of state and local reports (membership, special education, suspensions, expulsions, class size, attendance, course enrollment, and teacher information).
- Works with appropriate departments and data entry personnel to resolve data discrepancies and to ensure data integrity.
- Searches for optimal methods to perform tasks related to Information Management functions and shares knowledge with appropriate staff.
- Seeks to identify and remedy duplication of efforts; includes working with other department heads to track and extract data for reports and analysis.
- Works with Staff Development Specialists to develop appropriate training scenarios and test cases for system acceptance testing of new releases.
- Works with stakeholders to identify and implement new features of student information system.
- Creates queries and reports by utilizing available tools to meet end user needs.
- Develops technical requirements for data and database structures, including working with database team to implement new table structures and design reports.

QUALIFICATIONS: Bachelor’s Degree in Technology field and experience with databases, information management, critical thinking skills and attention to detail; or any equivalent combination of education and experience that would provide the following knowledge, abilities and skills:

- Experience with relational databases – Access, Oracle, and SQL.
- Experience with information exchange, to include SIF, scheduled extracts and ad hoc extracts of data for transfer to other systems.
- Exceptional organizational skills, analytical skills, and strong written and verbal presentation skills.
- Possess self-motivation and drive to add value and maximize the team's performance.
- Demonstrates an understanding of local, State, and Federal requirements related to the reporting of student information and effectively executes this understanding in the workplace.
- Demonstrates the professional and personal characteristics necessary for working effectively with school personnel and members of the community.

ORGANIZATIONAL RELATIONSHIPS:
The Data Analyst reports to the Systems Integration Supervisor.
Senior Systems Engineer

Department: Filing Deadline: 12:00 PM, Noon
Job Code: Classified Position, Level 17
Salary Range: Refer to Classified Salary Scale
12 Month Position, 8 hours per day

DESCRIPTION:
Designs and builds computer infrastructure systems, oversees the installation of these systems including the servers and workstations, validates the operation of these systems, supervises the loading of needed operating systems and software, and facilitates the repair of both technical hardware and software related problems associated with these systems. Supports enterprise environment including Windows OS, Clustered servers, Active Directory, DNS, DHCP, Virtual environment, Load Balancers and related services/tasks.

PRIMARY RESPONSIBILITIES:
- Design technology solutions to support LCPS initiatives; this task to include server recommendations and builds on physical and virtual servers
- Designing the Enterprise Active Directory environment and network infrastructure
- Train technical staff and be a high level technical resource to all technical support staff across LCPS
- Mentor and provide Tier III support to members of the network support team
- Lead efforts in the design, build, deployment and support of server based projects
- Maintain documentation on all systems, including patch cycles, upgrade information and change management information
- Installs and maintains the network operating systems and workstation software on network systems
- Assists the systems engineers and systems specialists who troubleshoot technical problems with networks, operating systems and software to successful conclusion
- Supports other technology and automation projects as assigned

QUALIFICATIONS:
Associate’s Degree in Technology field and experience servicing computer systems and networks; or any equivalent combination of education and experience that would provide the following knowledge, abilities and skills:

- Expert knowledge of server hardware, operating systems such as Windows Server 2008/2012, Active Directory, TCP/IP, IIS, DNS, DHCP, Virtual environment, Load Balancers, Blade Server, SAN, and electronic mail systems
- Familiarity with cabling standards, computer-networking topologies, network-wiring schemes
- Ability to oversee server installations, create and validate network design, diagnose problems and provide solutions
- Minimum of five years experience with the design and management of enterprise systems, servers and load balancers
- Ability to design, install, and maintain networks; to train staff in the operation of computer networks; to keep abreast of technology developments in the field
- Microsoft Certified Systems Engineer (MCSE) certification preferred
- Excellent customer service, organization and communications skills

PHYSICAL REQUIREMENTS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the 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 frequently required to sit for prolonged periods of time; use hands to finger, handle or feel objects or tools; and reach with hands and arms. The employee is regularly required to see, talk and hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch or bend and may be required to lift up to approximately 50 pounds.