

**NORTH EAST FLORIDA EDUCATIONAL CONSORTIUM**  
**INFORMATION TECHNOLOGY ASSOCIATE II**  
**JOB DESCRIPTION**

**QUALIFICATIONS:**

- \* (1) Associate's Degree from an accredited college or university.
- \* (2) Valid Florida Driver's License.
- \* (3) Minimum of three (3) years experience in an IT Support role.
- \* (4) Reliable means of transportation and freedom to travel on a frequent basis.
- \* (5) Such alternatives to the above requirements as deemed appropriate by the Executive Director and NEFEC Board of Directors.
- \* (6) Satisfactory criminal background check and drug screening.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Ability to effectively work with others, either individually or in a group. Ability to develop concepts and ideas relating in oral and written form. Knowledge and experience in the effective use of technological media and material. Knowledge of current software application, programming and hardware.

**REPORTS TO:**

ETS Self-Directed Team

**JOB GOAL**

To assist member districts in the use of technology applications and technical support within their educational settings.

**SUPERVISES:**

N/A

**PERFORMANCE RESPONSIBILITIES:****Service Delivery**

- \* (1) Establish and maintain technology resources appropriate for classroom use.
- \* (2) Assist in planning, coordinating and implementing instructional technology applications consistent with established project objectives and activities.
- \* (3) Maintain catalogs and informational sources for all technologies, and closely monitor prices, vendors, and equipment to ensure the quality and value of the technology so that it meets the user's demands.
- \* (4) Provide the necessary support for network hardware and software, including installation, maintenance, troubleshooting, updates and expansion capabilities.
- \* (5) Troubleshoot faulty technology and maintain operating technologies.

**Inter/Intra-Agency Communication and Delivery**

- \* (6) Cooperate with the NEFEC staff in the total effort to bring about quality education for students through the use of instructional technology.

**INFORMATION TECHNOLOGY ASSOCIATE II (Continued)**

- \* (7) Attend required local, state and other meeting/workshops/conferences for the purpose of sharing and collecting information gained with the districts in the service areas.
- \* (8) Use effective communications strategies to interact with a variety of audiences.
- \* (9) Respond to inquiries and concerns in a timely manner.
- \* (10) Keep Operations Manager informed of potential problems or unusual events.

**Professional Growth and Improvement**

- \* (11) Provide computer and software evaluation/demonstration training opportunities in the respective districts served.
- \* (12) Set high standards and expectations for self and others.
- \* (13) Keep abreast of trends and best practices related to technology in education.
- \* (14) Develop annual goals and objectives consistent with and in support of department goals and the NEFEC goals and areas of focus.

**Systemic Functions**

- \* (15) Support the efforts, activities, and duties of the Systems and Network Support Team.
- \* (16) Serve as a consultant to staff members and to District, school or community personnel in assigned service areas.
- \* (17) Assist, as needed, in the evaluation of products and vendors to provide services to the districts.
- \* (18) Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
- \* (19) Prepare all required reports and maintain appropriate records.
- \* (20) Consistently represents NEFEC in a positive and professional manner.
- \* (21) Adequately plan all program and organizational functions within reasonable timeframes.

**Leadership and Strategic Orientation**

- \* (22) Assist in implementing NEFEC's goals and areas of focus.
- \* (23) Collaborate with colleagues and contribute to the planning and operation of NEFEC.
- \* (24) Use appropriate interpersonal styles and methods to guide individuals and groups toward task accomplishment.
- \* (25) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- \* (26) Perform other tasks consistent with the goals and objectives of this position.

**Worksite Service Standards**

- \* (27) Exhibit a positive and flexible attitude.
- \* (28) Foster and develop a professional image.
- \* (29) Demonstrate effective communication and collaboration with external stakeholders as well as co-workers.
- \* (30) Exhibit compassion and humility.
- \* (31) Promote a passion for learning and growing.
- \* (32) Demonstrate initiative.
- \* (33) Exhibit the ability to multitask and problem solve.
- \* (34) Translate organizational purpose into observable behavior..

**Assessment and Other Services**

- \* (35) The use of the adopted performance appraisal systems for employees.
- \* (36) The accurate and timely filing of all applicable reports.
- \* (37) The completion of professional development activities as appropriate.

\*Essential Performance Responsibilities

**PHYSICAL REQUIREMENTS:**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

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**TERMS OF EMPLOYMENT:**

Twelve months. Eight hours per day.

Compensation based on Pay Grade 15.

**EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the NEFEC policy on evaluation of personnel.