



Township of Union Public Schools

IT SUPPORT ENGINEER **TOWNSHIP OF UNION PUBLIC SCHOOLS (TUPS)** Job Description

TITLE: IT SUPPORT ENGINEER

QUALIFICATIONS:

1. Bachelor's degree in technical engineering with two or more years of working experience with physical security, technology infrastructure, communication systems, etc. in an educational environment.
2. Knowledge of Windows OS, Mac OS, and Google Apps for Education. Technology support knowledge of instructional/infrastructure technology devices.
3. Experience and knowledgebase of network infrastructure, Avaya IP Office communication, Sielox CLASS 911 Emergency notification system, and technical aspects of security door access and camera systems such as Honeywell, Video Insight, Salto, IoT technology devices, etc.
4. Strong organizational skills, ability to multitask and good communication skills.
5. Google Educator Level 1 certified encouraged.
6. Must be willing to learn new technology as purchased by the school district for instructional/infrastructure purposes.
7. Bilingual preferred but not required.

REPORTS TO: Director of Information Technology

JOB GOAL: The IT Support Engineer will have a crucial role in ensuring the smooth operations and successful implementation of various systems within the district. This includes the district's physical security systems, emergency management notification systems, and telephone systems. The engineer will also play a vital part in the maintenance and operations of the district's Internet of Things (IoT) infrastructure. In addition to these responsibilities, they will be actively involved in providing technical support to both staff and students.



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PERFORMANCE RESPONSIBILITIES:

1. All aspects of district end-user devices, physical security systems, emergency management notification system and telephone systems set-up, installation, troubleshooting, service, upgrades, and maintenance.
2. Duties can be performed remotely from a central location, in the school district's work environment, or in a combination of the two.
3. Basic network configuration.
4. Provide training for district designated staff on Avaya IP Office and Sielox CLASS 911 emergency notification systems.
5. Will deal directly with the staff, teachers and administrators on resolving technical issues with district technology equipment and services.
6. Hours can range from regular business hours, to around the clock, to "on-call" duty.
7. Maintains confidentiality and protects operations by keeping information confidential.
8. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; and participating in professional societies.
9. Contributes to the team effort in supporting technology in the district.
10. Have a valid driver's license and be able to use a personal automobile.
11. Perform other duties as assigned by the Director of Information Technology or their designee.

TERMS OF EMPLOYMENT: Salary and work year are to be determined by the Superintendent & Board of Education.

ANNUAL EVALUATION: The performance of this job will be evaluated annually in accordance with NJ State law and the provisions of the board's policy on evaluations.

Approved by: Township of Union Public Schools

Date:

Reviewed and Agreed to by:

Date:

LEGAL REFERENCES:



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N.J.S.A. 1BA:6-7.1

N.J.S.A. 18A:16-2

N.J.A.C 6A:16-5.3

N.J.A.C 6A:16-11

N.J.A.C. 6A:32-6

Criminal history record

Physical examinations: requirement

Incident reporting of violence, vandalism, and alcohol and other drug abuse

Reporting potentially missing or abused children

School employee physical examinations

Immigration Reform and Control Act of 1986, 8 U.S.C.