

Mobile Device Specialist



Reports To: Director of Instructional Technology
Salary Schedule: Schedule C
FLSA Status: Hourly

Bargaining Unit: Wen. Assoc. of PSE
EEO Class: 3
Published Date: April 2014

SUMMARY:

Under the direction of the Director of Instructional Technology, provide service in the management and operation of iOS devices and their respective systems. Provide advanced installation, tacking, and support for mobile devices and their respective management systems. Provide guidance and support for the Technical Support Specialist (TSS) and Technical Resource Teacher (TRT) position in regards to mobile devices.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintain inventory and records for all iOS devices and applications.
- Maintain inventory and records for students Apple ID's.
- Organize and deploy logistics for personal devices (iOS) initiatives.
- Setup and configure new or reallocated server hardware and associated peripherals dedicated for mobile devices management.
- Collaboration and communication with Instructional Server Specialist and Instructional Technology Facilitator.
- Must have the ability to relate well with students and staff.
- Maintain, troubleshoot, and backup existing servers plus associated peripherals in coordination and collaboration with Instructional Server Specialist.
- Work collaboratively and communicate with the building based TRT (Technical Resource Teacher) and TSS (Technical Support Specialist) when identifying, troubleshooting and/or securing resources for the maintenance and repair of iOS systems.
- Assist other operational and instructional department specialists as required.
- Other duties as assigned.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Teamwork - Exhibits objectivity and openness to others views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

Computer Skills – To perform this job successfully, an individual should have strong knowledge of computer operating systems.

Customer Service – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff, student and public needs; Solicits feedback to improve service; Responds to requests for service and assistance;

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Interpersonal Skills - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Oral and Written Communication - Listens and gets clarification; Responds well to questions; Participates in meetings; Read and comprehend written and verbal instructions. Writes clearly and informatively.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

The environmental factors described here are representative of those that may be present in the work place while the employee performs the essential

functions of this 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 regularly required to stand; walk; use hands to finger, handle, grasp or feel; reach with hands and arms; push and pull, and talk, hear and smell. The employee is frequently required to stoop, kneel, or crouch. Employee in this position may encounter prolonged sitting and/or standing. The employee must frequently lift and/or move up to 25 pounds, and occasionally lift and/or move 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

This position may require working with a diverse group of individuals. This position may require working with students of all ages as well as parents and staff. Employees in this position may encounter stressful situation where a professional attitude will be required. Multi-tasking is essential as deadlines and frequent interruptions are common.

EXPERIENCE AND EDUCATION:

- Minimum AA degree in computer related discipline or two years of documented experience.
- Knowledge and use of server operating systems and concepts for Apple OS.
- Knowledge and use of Mobile Device Management (MDM) systems.
- Knowledge of Filewave MDM.
- Ability to read and understand manuals for software and hardware applicable to district policies and procedures.
- Ability to work with limited supervision and prioritize workflow as needed while maintaining communications with other support personnel and supervisor.
- Must have current Washington State Driver's license.
- Attendance and punctuality are important functions of the position.