

TO: Dr. Mike Riggle

FROM: Rosanne Williamson

RE: FOIA Requests

DATE: August 19, 2015

Received From	Request	Received Request	Date Replied	Responded w/in required deadline	How response was sent
Szuch, Frank	<ul style="list-style-type: none">Job descriptions with salary ranges for technology org.	08.06.15	08.13.15	Yes	email
The responsive documents are available on line.					



Elaine Geallis <egeallis@glenbrook225.org>

Re: FOIA Request

1 message

Rosanne Marie Williamson <rwilliamson@glenbrook225.org>

Thu, Aug 13, 2015 at 12:40 PM

To: "Frank J. Szuch" <fjszuch@msn.com>

Bcc: egeallis@glenbrook225.org

Dear Mr. Szuch,

Thank you for writing to Glenbrook High School District 225 with your request for information pursuant to the Illinois Freedom of Information Act, 5 ILCS 140/1 et seq.

On 8/6/2015 we received your request for the following information:

Organizational chart for technology organization

- Job descriptions with salary ranges for technology org.

District response: **Please see attached.**

Sincerely,

Rosanne Williamson, Ed.D.
Secretary, Board of Education
Assistant Superintendent for Educational Services
Glenbrook High School District 225
3801 West Lake Avenue
Glenview, IL 60026


On Thu, Aug 6, 2015 at 2:12 PM, Frank J. Szuch <fjszuch@msn.com> wrote:

Please see attached request form.

Thank you.

—
Rosanne Williamson Ed.D.
Assistant Superintendent for Educational Services
Glenbrook H.S. District 225
3801 West Lake Ave.
Glenview, IL 60026
[847-486-4701](tel:847-486-4701)

15 attachments

 **Information Systems Technican Level 3.pdf**
39K


 **Lab Manager.pdf**
31K

OrgChart.pdf

 28K

 **PR Communications Tech Assistant.pdf**
92K

 **Senior Information Systems Technican Level 3,4.pdf**
39K


 **Sr Info Systems Tech Level 4.pdf**
28K

 **Tech Staff Job Descriptions 2009 Rev 2.pdf**
1008K

 **Tech Super Sal Sched 14-15.pdf**
55K

 **Tech Trainer.pdf**
28K

 **Tech_dir_job_desc.pdf**
81K

 **Technical Salary Schedule 2014-2015.pdf**
63K

 **Technician All Levels.pdf**
56K

 **Web Application Developer.pdf**
17K

 **Web Application Programmer-Content Manager.pdf**
22K

 **Web Coordinator.pdf**
45K

Section D – Written Request for District Public Records

All requests to inspect and/or to obtain a copy of a District record must be made in writing. This form is provided for convenience – its use is not required. Please submit all requests to the District’s Freedom of Information Officer. Copying fees, if any, must be paid before copies will be provided. The Freedom of Information Officer can give you an estimate of the copying fees, if any.

Frank Szuch			fjszuch@msn.com
Name of individual(s) requesting District records			Email address
429 W. Kerry Ct.			847-202-8628
Address			Telephone number
Palatine	IL	60067	08/06/2015
City	State	Zip	Date of request

Please check if this request of records is being made for a commercial purpose. Section 2 of the Freedom of Information Act states: “*Commercial purpose* means the use of any part of a public record or records, or information derived from public records, in any form for sale, resale, or solicitation or advertisement for sales or services. For purposes of this definition, requests made by news media and non-profit, scientific, or academic organizations shall not be considered to be made for a "commercial purpose" when the principal purpose of the request is (i) to access and disseminate information concerning news and current or passing events, (ii) for articles of opinion or features of interest to the public, or (iii) for the purpose of academic, scientific, or public research or education. Section 3.1 states: “It is a violation of this Act for a person to knowingly obtain a public record for a commercial purpose without disclosing that it is for a commercial purpose, if requested to do so by the public body.”

Please check if a fee waiver or reduction is being requested. Section 6 of the Freedom of Information Act states: “Documents shall be furnished without charge or at a reduced charge, as determined by the public body, if the person requesting the documents states the specific purpose for the request and indicates that a waiver or reduction of the fee is in the public interest. Waiver or reduction of the fee is in the public interest if the principal purpose of the request is to access and disseminate information regarding the health, safety and welfare or the legal rights of the general public and is not for the principal purpose of personal or commercial benefit.”

Please indicate your reason for requesting a fee waiver: Information will be used for salary comparison to other districts' technology organizations for the purpose of contract negotiation.

Check if you are requesting:

Record description (Please be specific)	Electronic Copy	Inspection	Copy
Organizational Chart for technology organization	X		
Job descriptions with salary ranges for technology org.	X		

**HUMAN RESOURCES
NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225**

JOB DESCRIPTION

Position title: Information Systems Technicians (12 Months)
Department: Technology
Reports to: Chief Technology Officer

Summary:

The Information Systems Technician has a working knowledge and the ability to operate and manage all of the data processing applications employed in a school district setting. This includes various applications such as student information, financial information, human resources information, special education, web services, food services, bookstore point-of-sale, library management, assessment management, and inventory control systems. The Information Systems Technician keeps aware of new and emerging school-related management software solutions, as well as system operations, data integrity, and data security. The Information Systems Technicians will be cross-trained on many systems within the district, but will be assigned primary responsibilities to manage certain systems or processes. This position is also responsible for the integration of essential data among the various software systems. Employees will be expected to perform as a team, and to work cooperatively with other technicians. Information Systems Technicians must be able to clearly communicate procedures and document system configurations, including configuring new systems and training users on the new systems. The Senior Information Systems Technician will have higher responsibilities for maintaining and supporting critical systems.

Position title: Information Systems Technician Level 3 (Exempt)

General Description:

The Information Systems Technician will be responsible for day-to-day integration of data among various systems, mining data for research requests, documenting systems, and supporting systems and users. This position may be assigned particular software systems to provide specialized support (e.g. cafeteria, library, document imaging), and will be expected to provide training and support to users on those systems

Level*	Essential Job Functions and Responsibilities
All	Operate and support the student information system
All	Operate and support the financial information system
All	Operate and support the human resources information system
All	Support the food service, bookstore, library management, transportation, assessment, and other systems
All	Regularly update each application's database with dependent data from other systems as may be required for proper functionality of all systems
All	Operate and support any other new and emerging information system
All	Research new uses of data in the school setting and implement systems to facilitate these uses, under the direction of the Chief Technology Officer
All	Set standards for data quality, and periodically check the quality of data and alert users to any problems

All	Maintain users accounts and security settings for each system in a timely manner
All	Troubleshoot issues that arise related to the use of any of the information management systems
All	Test and implement appropriate patches for the information systems
All	Document all information systems in a format that is usable to a trained system manager
All	Continually update and track information systems related work orders entered in the district help desk system
All	Communicate successes and failures with counterparts
All	Support and maintain web enabled or web based applications and databases using relevant developer tools and programming languages
All	Be vigilant in protecting the physical security of district equipment and facilities
All	Meet with district and building staff to determine administrative data processing needs
All	Report inappropriate use or security breaches in data systems upon discovery
All	Perform duties with a service-oriented approach toward all district employees and students
All	Adhere to copyright laws and software licensing agreements in the installation and distribution of software
All	Attend user-group meetings as appropriate
All	Plan and implement the procedures, programs, services and/or technological systems required to meet the information system needs of the district
All	Continually update skills and knowledge
All	Perform other duties as required by the Chief Technology Officer
All	Develop new or modify existing applications using client server or web based architecture
Senior	Assist in the planning of the backup strategy for systems data
Senior	Annually review the backup operations to make sure that they are current and that older backup formats are still usable, and if not convert all of the old backups to a current usable format
Senior	Integrate all information systems in the district in order to provide the necessary data to the end users in a timely and accurate manner
Senior	Coordinate complicated repairs with district staff and/or outside vendors
Senior	Develop, implement, and maintain proper security settings within each information system
Senior	Survey the current literature in the field of data processing and related fields, and communicate salient findings and recommendations to appropriate district personnel

Supervisory responsibilities: None

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Exhibit good interpersonal relations
- Possess in-depth knowledge of all the operating systems in use in the district
- Demonstrate good judgment, trustworthiness, flexibility, and emotional maturity
- Possess project leadership capabilities

- Demonstrate effective oral and written communication skills, and be able to communicate effectively with all levels of technology users
- Explain procedures clearly when training users
- Demonstrate effective use of basic mathematical skills
- Demonstrate competence in the use of spreadsheets, pivot tables, graphs, and data conversion
- Handle confidential information discretely and professionally
- Exhibit the skills of critical thinker and problem solver
- Be able to analyze and troubleshoot calmly under pressure
- Frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
- Transfer abstract thinking into practical applications and understand the relative importance of various issues
- Demonstrate a commitment to aligning actions to achieve the goals of the district and the department
- Establish caring relationships that set the climate for open, frank discussion

Education and/or experience:

- Bachelors Degree preferred or Associates Degree in Computer Science or related field
- Minimum of two years of experience in data processing, web development, or database management
- Professional certification in database technology and/or software development
- Course work, credible experience, or professional certification in:
 - Oracle, Microsoft SQL, MySQL,
 - Crystal Reports,
 - .Net, Java, PHP

**HUMAN RESOURCES
NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225**

JOB DESCRIPTION

Position title: Instructional Lab Manager
Department: Various – Departments will be assigned within the Building
Reports to: Building Administrator

Summary:

The focus of the Instructional Lab Manager is to manage specified computer labs so that all students and faculty members can be successful in their lab experiences. The goals of this position are to answer “How do I…” questions immediately, to prepare the labs for class use, to supervise individual students that come to work in the labs, to supervise Internet use according to the Acceptable Use policy, and to minimize vandalism in the labs.

Essential job functions and responsibilities:

- Maintain lab schedules for the assigned labs, carts, and other equipment that are shared by the department
- Collaborate with teachers scheduled to use the lab and prepare the lab equipment accordingly
- Assist students with basic functions to access and utilize technology successfully in the lab, including account or password problems, and reset passwords when necessary
- Assist teachers with software and other problems as they relate to computer lab usage
- Perform preventive hardware/software maintenance, including but not limited to virus scans, clearing cache, emptying computer’s recycle bin, cleaning mouse and keyboard, or cleaning lab work space and monitors
- Monitor use of lab equipment to assure compliance with the district’s Acceptable Use and Network Use Policies
- Maintain vigilance in protecting the physical security of district equipment and facilities
- Install approved software in conjunction with the copyright laws and district licensing agreements
- Install printers and other peripherals and the associated drivers
- Replace faulty external hardware attached to computers (e.g. USB drives, mice, keyboards, etc.)
- Assist teachers in Technology Enabled Classrooms in emergency situations
- Serve as a reliable tester for new software and operating systems
- Manage mobile laptop carts by charging batteries, securing laptops from theft, delivering to classrooms, and assisting in routine maintenance tasks
- Update and track work orders in the district Help Desk system
- Coordinate scheduling of complicated repairs with technicians
- Maintain a log of all changes to the technology in the department and lab, and of lab usage
- Present monthly reports to Instructional Supervisor
- Assist in updating department websites
- Assist in maintaining inventory information
- Share ideas to maximize the efficiency and usage of the lab
- Communicate successes and failures with counterparts
- Continually update skills and knowledge

- Assist with the supervision of student workers
- Perform other duties as required by the Instructional Technology Coordinator, and department Instructional Supervisor

Special tasks required in Foreign Language ASC Digital Labs

- Log in and out of ASC system at start and end of each day
- Assist teachers with necessary lab preps (file transfers, file copies, rip CD's, etc.)
- Assist teachers in performing the necessary lab functions, including training when necessary
- Troubleshoot to avoid user errors and to resolve technical malfunctions
- Assist teachers by collecting and routing audio files for assessment purposes
- Interface with ASC trainers and tech staff, and district technicians as needed
- Coordinate the administration of the AP Language Exams, administer the listening and speaking portions, and burn student oral responses to individual CD's
- Set students up with VCR, DVD, ASC console, or computer for watching missed episodes, American Sign Language quizzes, or films
- Record satellite and/or cable broadcasts per teacher requests
- Transfer digital video camera footage to computer, then to DVD
- Edit, label, and duplicate CD's, DVD's, and videos per teacher requests
- Update and record location of AV materials assigned each year by classroom and/or teacher (overhead projectors, CD players, etc.)
- Maintain accurate inventory databases for videos, DVD's, etc.
- Use the library system to track checkout of videos, DVD's, etc.

Supervisory responsibilities: None

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Demonstrate organizational and time management skills
- Demonstrate strong interpersonal skills in planning lab usage with teachers and in supporting users
- Establish and maintain effective working relationships with the staff
- Exercise appropriate initiative and work independently
- Demonstrate a general knowledge of computers and related technologies
- Demonstrate a general knowledge of implementing technology-based solutions in an educational environment
- Demonstrate effective oral and written communication skills
- Be able to learn new software quickly and be able to anticipate user problems
- Be able to lead students and teachers in the use of new or unfamiliar software
- Handle confidential information discretely and professionally
- Exhibit the skills of critical thinker and problem solver
- Model flexible, logical, and reflective behavior
- Demonstrate a commitment to aligning actions to accomplish school and departmental goals

Education and/or experience:

- Bachelor's Degree preferred or Associate Degree
- Experience in working with technology in a school setting
- Experience in learning and using a variety of software

Board of Education

Superintendent
Dr. M. Riggle

Executive Assistant (1)

Assistant Superintendent
Education Services
Dr. R. Williamson

Director of Special Education
Ms. J. Pearson

- Executive Assistant (1)
- Department Assistant (1)
- Instructional Supervisors (2)
- Instructional Supervisor/
Dean - Off Campus
Dr. D. Strong
- Executive Asst (1)
- Paraprofessional (1)
- Teachers
- Inst. Assistants

Evening School Principal
Dr. F. Santa

- Guidance Counselor (1)
- Executive Assistant (1)
Summer School/Residency
- Paraprofessional (1)
- Teachers

Director of Inst Technology
Mr. M. Field

- Executive Assistant (1)
- Technology Trainer (2)
- Lab Managers (8)

Director of Technical Services
Dr. R. J. Gravel

- Executive Assistant (1)
- Systems Trainer (1)
- Network Technician (2)
- IT Technicians (10)
- Programmers (3)

Assistant Superintendent
Business/CSBO
Mrs. H. Siena

Director of Operations/CSBO
Dr. K. Ptak

- Office Manager (1)
- Accounts Payable (2)

Director of Business/CSBO
Ms. V. Tarver

- Payroll Specialist (2)
- Exec Asst/Treasurer (1)
- Accountant (1)

Executive Assistant (1)

Assistant Superintendent
Human Resources
Mr. B. Swanson

Director of Human Resources
TBD

- HR Specialist (2)

Department Assistant (1)

Receptionist (1)

Director Public Relations -
Communications
Ms. K. Geddis

Department Assistant (1)

Building Principals

Associate Principals

- Executive Assistants

Instructional Supervisors

- Dept Assistants
- Teachers
- Instructional Asst

Plant Operators

- Dept Assistant
- Maintenance
- Grounds
- Custodians

Assistant Principals

- Support Staff
- Cert Professionals
- Executive Assistants
- Paraprofessionals

Athletic Directors

- Dept Assistants
- Support Staff

Executive Assistants

Northfield Township High School District 225
Office of Human Resources
Job Description

Position Title: Public Relations and Communications Technical Assistant

Reports to: Director of Public Relations and Communications

Job Goal: Support the director in building community support through regular, planned and strategic communications.

Qualifications: Candidates should possess previous experience in public relations, preferred experience in non-profits or government organizations and/or school districts. Candidates should hold a minimum of a Bachelor's degree in public relations, journalism, communications, or related major. It is desired that candidates possess multimedia, graphic design, website design, audio/video production knowledge and skills.

Attributes: Candidates are expected to have a strong work ethic which also translates into demonstrating an ease in learning new skills and techniques. Working independently as well as in a team setting is an expectation. Possessing strong writing skills as well as a comfort with public speaking is required. Outstanding organizational skills coupled with a flexibility to meet the demands of the District will require possible weekend and evening commitments.

Critical Job Functions:

- Lead and manage district website content, page development, and multimedia to support strategies as defined in the communications plan;
- Utilize technologies including websites, social media, video, etc. to expand the district brand and innovatively reach stakeholders;
- Coordinate the promotion of school news, events and accomplishments through various media including local newspaper outlets, publications, websites, and social media;
- Identify and coordinate recognitions such as Students and Staff Who Excel;
- Draft features and press releases; generate news stories that support the District 225 brand;
- Provide crisis communications support as needed, including utilization/management of the rapid notification system and other alerts.
- Collaborate with local press to pitch stories, support articles and arrange photos; respond to press inquiries and coordinate coverage; act as spokesperson as needed;
- Monitor media coverage and social media outlets; track and provide notifications; respond as needed;
- Assist in the design, drafting and production management of print publications including parent and community newsletters;

- Solicit input from stakeholders on major initiatives; manage data collection and evaluation of tactics in support of communications plan;
- Support internal communication efforts including the development and maintenance of a staff intranet as outlined in the communications plan;
- Assist in planning major district/school events;
- Take and coordinate photos as needed; manage district archives and photos;
- Share information with various community groups and represent the district at strategic functions/events;
- Collaborate with the Glenbrook High School Foundation and various parent associations;
- Assist with managing department budget, creating purchase orders; occasional clerical support.

Other duties as assigned by the director of public relations and communications.

**HUMAN RESOURCES
NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225**

JOB DESCRIPTION

Position title: Senior Information Systems Technician, Information Systems Technicians (12 Months)
Department: Technology
Reports to: Chief Technology Officer

Summary:

The Information Systems Technician has a working knowledge and the ability to operate and manage all of the data processing applications employed in a school district setting. This includes various applications such as student information, financial information, human resources information, special education, web services, food services, bookstore point-of-sale, library management, assessment management, and inventory control systems. The Information Systems Technician keeps aware of new and emerging school-related management software solutions, as well as system operations, data integrity, and data security. The Information Systems Technicians will be cross-trained on many systems within the district, but will be assigned primary responsibilities to manage certain systems or processes. This position is also responsible for the integration of essential data among the various software systems. Employees will be expected to perform as a team, and to work cooperatively with other technicians. Information Systems Technicians must be able to clearly communicate procedures and document system configurations, including configuring new systems and training users on the new systems. The Senior Information Systems Technician will have higher responsibilities for maintaining and supporting critical systems.

Position title: Senior Information Systems Technician Level 4 (Exempt)

General Description:

The Senior Information Systems Technician will take primary responsibility for stability and functionality of major district data and application systems. In general, this position will respond to issues affecting many users and to higher difficulty Service Desk requests, sbut the technician can be assigned any level of data or development tasks.

Position title: Information Systems Technician Level 3 (Exempt)

General Description:

The Information Systems Technician will be responsible for day-to-day integration of data among various systems, mining data for research requests, documenting systems, and supporting systems and users. This position may be assigned particular software systems to provide specialized support (e.g. cafeteria, library, document imaging), and will be expected to provide training and support to users on those systems

Level*	Essential Job Functions and Responsibilities
All	Operate and support the student information system
All	Operate and support the financial information system
All	Operate and support the human resources information system
All	Support the food service, bookstore, library management, transportation, assessment, and other systems
All	Regularly update each application's database with dependent data from other systems as may be required for proper functionality of all systems
All	Operate and support any other new and emerging information system
All	Research new uses of data in the school setting and implement systems to facilitate these uses, under the direction of the Chief Technology Officer
All	Set standards for data quality, and periodically check the quality of data and alert users to any problems
All	Maintain users accounts and security settings for each system in a timely manner
All	Troubleshoot issues that arise related to the use of any of the information management systems
All	Test and implement appropriate patches for the information systems
All	Document all information systems in a format that is usable to a trained system manager
All	Continually update and track information systems related work orders entered in the district help desk system
All	Communicate successes and failures with counterparts
All	Support and maintain web enabled or web based applications and databases using relevant developer tools and programming languages
All	Be vigilant in protecting the physical security of district equipment and facilities
All	Meet with district and building staff to determine administrative data processing needs
All	Report inappropriate use or security breaches in data systems upon discovery
All	Perform duties with a service-oriented approach toward all district employees and students
All	Adhere to copyright laws and software licensing agreements in the installation and distribution of software
All	Attend user-group meetings as appropriate
All	Plan and implement the procedures, programs, services and/or technological systems required to meet the information system needs of the district
All	Continually update skills and knowledge
All	Perform other duties as required by the Chief Technology Officer
All	Develop new or modify existing applications using client server or web based architecture
Senior	Assist in the planning of the backup strategy for systems data
Senior	Annually review the backup operations to make sure that they are current and that older backup formats are still usable, and if not convert all of the old backups to a current usable format
Senior	Integrate all information systems in the district in order to provide the necessary data to the end users in a timely and accurate manner
Senior	Coordinate complicated repairs with district staff and/or outside vendors
Senior	Develop, implement, and maintain proper security settings within each information system
Senior	Survey the current literature in the field of data processing and related fields, and communicate

salient findings and recommendations to appropriate district personnel
--

Supervisory responsibilities: None

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Exhibit good interpersonal relations
- Possess in-depth knowledge of all the operating systems in use in the district
- Demonstrate good judgment, trustworthiness, flexibility, and emotional maturity
- Possess project leadership capabilities
- Demonstrate effective oral and written communication skills, and be able to communicate effectively with all levels of technology users
- Explain procedures clearly when training users
- Demonstrate effective use of basic mathematical skills
- Demonstrate competence in the use of spreadsheets, pivot tables, graphs, and data conversion
- Handle confidential information discretely and professionally
- Exhibit the skills of critical thinker and problem solver
- Be able to analyze and troubleshoot calmly under pressure
- Frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
- Transfer abstract thinking into practical applications and understand the relative importance of various issues
- Demonstrate a commitment to aligning actions to achieve the goals of the district and the department
- Establish caring relationships that set the climate for open, frank discussion

Education and/or experience:

- Bachelors Degree preferred or Associates Degree in Computer Science or related field
- Minimum of two years of experience in data processing, web development, or database management
- Professional certification in database technology and/or software development
- Course work, credible experience, or professional certification in:
 - Oracle, Microsoft SQL, MySQL,
 - Crystal Reports,
 - .Net, Java, PHP

**HUMAN RESOURCES
NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225**

JOB DESCRIPTION

Position title: Senior Information Systems Technician (12 Months)
Department: Technology
Reports to: Chief Technology Officer

Summary:

The Information Systems Technician has a working knowledge and the ability to operate and manage all of the data processing applications employed in a school district setting. This includes various applications such as student information, financial information, human resources information, special education, web services, food services, bookstore point-of-sale, library management, assessment management, and inventory control systems. The Information Systems Technician keeps aware of new and emerging school-related management software solutions, as well as system operations, data integrity, and data security. The Information Systems Technicians will be cross-trained on many systems within the district, but will be assigned primary responsibilities to manage certain systems or processes. This position is also responsible for the integration of essential data among the various software systems. Employees will be expected to perform as a team, and to work cooperatively with other technicians. Information Systems Technicians must be able to clearly communicate procedures and document system configurations, including configuring new systems and training users on the new systems. The Senior Information Systems Technician will have higher responsibilities for maintaining and supporting critical systems.

Position title: Senior Information Systems Technician Level 4 (Exempt)

General Description:

The Senior Information Systems Technician will take primary responsibility for stability and functionality of major district data and application systems. In general, this position will respond to issues affecting many users and to higher difficulty Service Desk requests, but the technician can be assigned any level of data or development tasks.

Level*	Essential Job Functions and Responsibilities
All	Operate and support the student information system
All	Operate and support the financial information system
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All	Be vigilant in protecting the physical security of district equipment and facilities
All	Meet with district and building staff to determine administrative data processing needs
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All	Perform duties with a service-oriented approach toward all district employees and students
All	Adhere to copyright laws and software licensing agreements in the installation and distribution of software
All	Attend user-group meetings as appropriate
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Senior	Coordinate complicated repairs with district staff and/or outside vendors
Senior	Develop, implement, and maintain proper security settings within each information system
Senior	Survey the current literature in the field of data processing and related fields, and communicate salient findings and recommendations to appropriate district personnel

Supervisory responsibilities: None

Qualification requirements:

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 - Crystal Reports,
 - .Net, Java, PHP

TECHNOLOGY DEPARTMENT JOB DESCRIPTIONS

April 21, 2009

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JOB DESCRIPTION

Position title: Chief Technology Officer (12 Months, Administrator, Exempt)
Department: Technology
Reports to: Superintendent

Summary:

The Chief Technology Officer coordinates all technology initiatives within the school district involving the use of technology in the instructional, administrative, and operational areas. This encompasses visioning, planning, and leading the implementation process. The position focuses on instructional computing, administrative and operational systems as they affect staff and students.

Essential job functions and responsibilities:

- Work collaboratively with the Instructional Technology Coordinators to support instructional and administrative technology needs
- Work collaboratively with the Instructional Technology Coordinators to plan, select, purchase, and distribute end user hardware, software, and online systems to support the district's instructional, administrative, and operational goals
- Coordinate the ongoing planning of technology professional development opportunities for all staff
- Serve in the role of project manager for district technology initiatives, bringing together the necessary personnel for planning, implementation, training, and support
- Coordinate data collection, processing, reporting, and analysis to support instruction
- Facilitate administrative and technical support for attaining district objectives relating to professional development and instructional technology
- Assist in planning professional development activities for technicians to keep them current on instructional technology topics
- Encourage the transfer of technology to all appropriate district endeavors based upon current best practices and sound principles of instruction
- Inspire others to a shared vision of achieving district technology goals
- Facilitate the development of the district's vision for technology use into a long-range technology plan for all locations within the district
- Oversee the implementation and evaluation of the technology plan
- Communicate technology information effectively to district users
- Assist in the development of policies and procedures and their application to technology matters within the district
- Adhere to copyright laws in the installation and distribution of software and digital materials
- Maintain a high level of understanding of technology and its appropriate implementation in an educational setting
- Oversee the preparation of all federal, state and local reports, grants, e-rate, and other paperwork having an impact on technology
- Serve in a support role to the Assistant Superintendent for Educational Services and the Associate Principals for Curriculum and Instruction to enhance vertical and horizontal articulation with Glenbrook North and South, township feeder schools, and local community colleges regarding technology skills
- Serve as the liaison for the school district with the State Board of Education, Regional Office of Education, Local Offices of Education, neighboring school districts, and township feeder schools in matters relating to technology
- Perform other duties as assigned by the Superintendent

Supervisory responsibilities:

HUMAN RESOURCES - NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225

- Administrative Assistant
- Lead Information Systems Technician
- Senior Information Systems Technicians
- Information Systems Technicians
- Information Systems Trainers
- Technicians (Level 1 – 4)

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Demonstrate highly-developed organizational and time management skills
- Demonstrate strong interpersonal and communication skills, able to communicate technical issues to all levels of technology users
- Establish and maintain effective working relationships with staff members
- Exercise appropriate initiative and work independently
- Demonstrate a working knowledge of district computers, support strategies, related technologies, and components of local and wide area networks
- Demonstrate understanding of basic statistics and data analysis techniques
- Demonstrate competence in the use of spreadsheets that may be used in such activities as budget construction, graphing variables, data analysis, and “what if” scenarios
- Frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
- Transfer abstract thinking into practical applications
- Understand the relative importance of various issues and their affects on the classroom so that district technology projects are prioritized properly
- Handle confidential information discretely and professionally
- Exhibit the skills of critical thinker and problem solver
- Model flexible, logical, and reflective behavior
- Demonstrate strong team building skills, establishing the climate for trusting, open communication with staff

Education and/or experience:

- Masters degree in Computer Science, Project Management, or Instructional Technology preferred
- A minimum of three years of demonstrated leadership in the field of educational technology
- Illinois Teaching Certificate, with Illinois Type 75 Administrative Certification preferred

JOB DESCRIPTION

Position title: Lead Information Systems Technician (12 Months - Exempt)
Senior Information Systems Technician (12 Months - Exempt)
Information Systems Technicians (12 Months - Exempt)
Department: Technology – Information Systems Group
Reports to: Chief Technology Officer

Summary:

The Information Systems Technician has a working knowledge and the ability to operate and manage all of the data processing applications employed in a school district setting. This includes various applications such as student information, financial information, human resources information, special education, web services, food services, bookstore point-of-sale, library management, assessment management, and inventory control systems.

The Information Systems Technician keeps aware of new and emerging school-related management software solutions, as well as system operations, data integrity, and data security. The Information Systems Technicians will be cross-trained on many systems within the district, but will be assigned primary responsibilities to manage certain systems or processes. This position is also responsible for the integration of essential data among the various software systems.

Employees will be expected to perform as a team, and to work cooperatively with other technicians. Information Systems Technicians must be able to clearly communicate procedures and document system configurations, including configuring new systems and training users on the new systems.

The Senior Information Systems Technician will have higher responsibilities for maintaining and supporting critical systems. The Lead Information System technician will

Position title: Lead Information Systems Technician (Level 5 - Exempt)

General Description:

The Lead Information Systems Technician will coordinate the ongoing maintenance and implementation activities of the Information systems technicians on a project basis and take primary responsibility for stability and functionality of major data systems. In general, this position will respond to issues affecting many users and to higher difficulty Help Desk requests. The lead technician will mentor members of the team.

Position title: Senior Information Systems Technician (Level 4 - Exempt)

General Description:

The Senior Information Systems Technician will take primary responsibility for stability and functionality of major data systems. The senior information system technician has mastered a broader range of skills and supports more complex systems. In general, this position will respond to issues affecting many users and to higher difficulty Help Desk requests, but the technician can be assigned any level of data or development tasks.

Position title: Information Systems Technician (Level 3 - Exempt)

General Description:

The Information Systems Technician will be responsible for day-to-day integration of data among various systems, mining data for research requests, documenting systems, and supporting systems and users. This position may be assigned particular software systems to provide specialized support (e.g. cafeteria, library, document imaging), and will be expected to provide training and support to users on those systems.

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Level*	Essential Job Functions and Responsibilities
All	Operate and support the student information system
All	Operate and support the financial information system
All	Operate and support the human resources information system
All	Support the food service, bookstore, library management, transportation, assessment, and other systems and regularly update each application's student database from the main student information system
All	Operate and support any other new and emerging information system
All	Research new uses of data in the school setting and implement systems to facilitate these uses, under the direction of the Director of Technology
All	Set standards for data quality, and periodically check the quality of data and alert users to any problems
All	Maintain users accounts and security settings for each system in a timely manner
All	Troubleshoot issues that arise related to the use of any of the information management systems
All	Test and implement appropriate patches for the information systems
All	Document all information systems in a format that is usable to a trained system manager
All	Continually update and track information systems related work orders entered in the district help desk system
All	Communicate successes and failures with counterparts
All	Work cooperatively with the Web Coordinator to interface data bases for online access
All	Be vigilant in protecting the physical security of district equipment and facilities
All	Meet with district and building staff to determine administrative data processing needs
All	Report inappropriate use or security breaches in data systems upon discovery
All	Perform duties with a service-oriented approach toward all district employees and students
All	Adhere to copyright laws and software licensing agreements in the installation and distribution of software
All	Attend user-group meetings as appropriate
All	Plan and implement the procedures, programs, services and/or technological systems required to meet the information system needs of the district
All	Continually update skills and knowledge
All	Perform other duties as required by the Technology Support Manager
Senior, Lead	Assist in the planning of the backup strategy for systems data
Senior, Lead	Annually review the backup operations to make sure that they are current and that older backup formats are still usable, and if not convert all of the old backups to a current usable format
Senior, Lead	Integrate all information systems in the district in order to provide the necessary data to the end users in a timely and accurate manner
Senior, Lead	Coordinate complicated repairs with district staff and/or outside vendors
Senior,	Develop, implement, and maintain proper security settings within each information system

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Lead	
Senior, Lead	Survey the current literature in the field of data processing and related fields, and communicate salient findings and recommendations to appropriate district personnel
Lead	Supervise other information system technicians
Lead	Manage implementation and maintenance activities on a project basis
Lead	Mentor other employees

Supervisory responsibilities:

Lead Information Systems Technician supervises Senior Information and Information Systems Technician
 Senior Information supervises: none
 Information Systems Technician supervises: none

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Exhibit good interpersonal relations
- Possess in-depth knowledge of all the operating systems in use in the district
- Demonstrate good judgment, trustworthiness, flexibility, and emotional maturity
- Possess project leadership capabilities
- Demonstrate effective oral and written communication skills, and be able to communicate effectively with all levels of technology users
- Explain procedures clearly when training users
- Demonstrate effective use of basic mathematical skills
- Demonstrate competence in the use of spreadsheets, pivot tables, graphs, and data conversion
- Handle confidential information discretely and professionally
- Exhibit the skills of critical thinker and problem solver
- Be able to analyze and troubleshoot calmly under pressure
- Frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
- Transfer abstract thinking into practical applications and understand the relative importance of various issues
- Demonstrate a commitment to aligning actions to achieve the goals of the district and the department
- Establish caring relationships that set the climate for open, frank discussion

Education and/or experience:

- Bachelors Degree preferred or Associates Degree in Computer Science or related field
- Minimum of two years of experience in data processing, web development, or database management
- Professional certification in database technology or software development
- Course work, credible experience, or professional certification in Oracle, Microsoft Sequel, Crystal Reports, or web development languages

JOB DESCRIPTION

Position title: Senior Network Server Technician (12 Months)
 Network Server Technician (12 Months)
Department: Technology – Network Server Support Group
Reports to: Chief Technology Officer

Summary:

The Network Server support group is focused on implementing and maintaining the network infrastructure systems, network services and server systems that are used district wide. The Network Server support group focuses on Network and Internet services as well as server systems and storage systems. The district network is based on HP Procurve switches and Cisco Firewall technology. The Server environment is based on HP Compaq servers in blade and rack mount form factors. Virtualization tools like VMWare ESX, Microsoft and Linux servers are the core foundation of the environment. The network server support group works closely with the Service Desk and Deskside Support staff and will respond to issues affecting many users and to higher difficulty Service Desk requests, but the technician can be assigned any level of technical task.

Position title: Senior Network Server Technician Level 4 (Exempt)

General Description:
 The Senior Network Server Technician has demonstrated skills and/or possesses certifications in all core technology areas in use at the district and possesses multiple years of experience. The senior network technician is responsible for implementation and testing of new systems and solutions while the Network Server Technician focuses on ongoing operation and administration of the existing systems and networks. The senior network server technician will assist in troubleshooting any server or network related issues and escalate to third party support where needed. In general, this position will respond to issues affecting many users and to higher difficulty Service Desk requests, but the technician can be assigned any level of technical task.

Position title: Network Server Technician Level 3 (Exempt)

General Description:
 The Network Server Technician focuses on ongoing operation and administration of the existing network and server systems. This position focuses on maintaining operational stability of the existing environment, ensuring backups and restores for all data systems are functional. The network management function includes monitoring and maintaining connectivity for all wireless and wired devices, monitoring for security breaches and performance benchmarks to ensure adequate capacities are available. In general, this position will respond to issues affecting many users and to higher difficulty Service Desk requests, but the technician can be assigned any level of technical task.

Level*	Essential Job Functions and Responsibilities
3	Demonstrate the ability to interpret schematics, wiring diagrams, and manuals
3	Assist the Information Systems Technicians in addressing administrative technology needs
3	Maintain network file and print services
3	Perform advanced troubleshooting for technology issues based on logical methods and appropriate research
3, 4	Schedule and coordinate work with outside vendors for printer maintenance and other tasks

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3, 4	Assist other technicians in making complicated repairs and serve in the role of mentor to Level 2 and Level 1 technicians
3, 4	Assist in the implementation and maintenance of security systems designed to protect the District's network, data communications, computer systems, and stored information
3	Maintain effective and efficient operation of the network, servers, and computers in all buildings
3, 4	Manage the creation, monitoring, and inactivation of network accounts in a timely manner
3, 4	Participate with the Chief Technology Officer in the planning and testing of new versions of server operating system software, the development of implementation procedures, and the rollout of new server operating systems across the district
4	Test and implement new server and network technology
4	Pilot and evaluate new server and network technology
4	Mentor and train group members on new technology
4	Provide advanced troubleshooting and support to other technology team members
All	Communicate successful and unsuccessful problem solution methods to all technician levels
All	Continue the acquisition of technology skills and knowledge, keeping existing certifications current and working toward additional levels of certification if applicable to job assignment
All	Connect cable and wiring connections as needed when installing or repairing equipment, securing cables for user safety and electrical safety
All	Adhere to copyright laws in the installation and distribution of software and assist in maintaining records of software installations
All	Assist in the implementation of all technology related policies and guidelines set forth by the Board of Education
All	Assist with the supervision of student workers
All	Exercise diligence in protecting the physical security of district equipment and facilities
All	Maintain timely and accurate records of Service Desk requests and solutions, inventory information, hardware changes, and software installations
All	Utilize (remote) desktop management, anti-virus, and security software.
All	Perform other duties as assigned by the Chief Technology Officer

* Suggested Technician levels based upon experience

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Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Technician Level	Qualification Requirements
All	Effective oral and written communication skills with strong interpersonal skills
All	Good judgment, trustworthiness, flexibility, and emotional maturity
All	Good organizational and time management skills
All	Able to maintain confidentiality of information
All	Able to establish and maintain effective working relationships
All	Patient and willing to work with others even under trying circumstances
All	Demonstrate a general knowledge of computers and related technologies
All	Be able to analyze, diagnose, and solve equipment problems
All	Shows initiative and is a self-starter even without direct supervision
All	Provides excellent follow-through on assignments so that tasks are completed
All	Committed to achieving departmental and district goals
All	Knowledgeable about computers and related technologies as used in education
All	Knowledgeable about components of local area networks
All	Understands mechanical, electronic, and computer principles as applied to the repair and maintenance of computers and peripherals
3	Possesses skills needed to understand technology manuals, architectural drawings, blueprints, and schematics
3	Able to communicate effectively with all levels of technology users
3	Able to identify the relative importance of various issues to prioritize work assignments at the Help Desk
3,4	Able to frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
3,4	Demonstrates leadership skills
4	Hold multiple certifications and or demonstrate years of experience in more than one specialty area (i.e. Microsoft, Apple, hardware support)
4	Mentor and lead team members on a project basis
4	Provide advanced troubleshooting and support to other technology team members

Education and/or experience:

- Bachelor or Associate degree preferred
- Minimum of four years experience as a computer technician on Windows and Macintosh platforms or related work experience
- Knowledge of current desktop operating systems for both Windows and Macintosh
- Operating system and application software troubleshooting experience
- Experienced user of network file and print services
- Experienced user of desktop management, anti-virus, and desktop security software
- Professional certifications

JOB DESCRIPTION

Position title: Technician (12 Months)
Department: Technology – Deskside Support Group
Reports to: Chief Technology Officer

Summary:

The focus of the Technician is to respond to equipment problems so that all teaching and presentation experiences can be successful. The goal of this position is to fix equipment problems or to answer questions immediately, for issues involving computer systems, audiovisual equipment, and connections of audiovisual equipment to computers, sound systems, speakers, room set-ups, and microphones. The Technician is an expert in the technology-enabled classroom equipment and in all equipment installed in presentation areas. This position will be instrumental in planning and implementing equipment installations throughout the building, and will also be assigned diverse projects relating to audio, video, and digital materials.

Position title: Technician Level 4

General Description:

The Technician Level 4 will have a focus on either Microsoft or Apple software and provide support to all other desk side support personnel. Level 4 technicians have acquired relevant certifications and/or work experience in their respective area of expertise. Level 4 technicians will develop and certify the district standard desktop image creation and software testing for all sites. In general, this position will respond to issues affecting many users and to higher difficulty Service Desk requests, but the technician can be assigned any level of technical task.

Position title: Technician Level 3

General Description:

The Technician Level 3 will have higher skills and certifications regarding network operation, server management, and desktop support and software image creation. Level 3 technicians will preferably staff the service desk as this position requires additional competencies reaching into server and network administration. The service desk staff will also be responsible for maintaining and testing the software images for all district computers. Another area of specialization leading to Level 3 status may be hardware repair certifications in areas such as notebook computers and printers. In general, this position will respond to issues affecting many users and to higher difficulty Service Desk requests, but the technician can be assigned any level of technical task.

Position title: Technician Level 2

General Description:

The Technician Level 2 will install, maintain, and troubleshoot technology including Windows and Macintosh computers, software, network hardware, peripherals, and audio-visual equipment at all sites, based on direction from the Chief Technology Officer and assignments from the Service Desk. This position may be assigned particular software systems to provide specialized support (e.g. cafeteria, library, document imaging).

Position title: Technician Level 1

General Description:

The Technician Level 1 will install, maintain, repair, and troubleshoot technology including Windows and Macintosh computers, software, peripherals, and audio-visual equipment at all sites, based on direction from the Chief Technology Officer and assignments from the Service Desk. In general, this technician provides back-line support, and works on problems requiring physical contact with the workstation.

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Level*	Essential Job Functions and Responsibilities
1	Prepare surplus equipment for disposal
1	Install hard drive images on Windows-based and Macintosh computers over the network
1	Coordinate and perform set ups and breakdown of equipment as needed
1	Duplicate video and audio cassette tapes, and record off-air programming from cable or satellite sources (in compliance with copyright law)
1	Perform periodic and preventive maintenance on equipment
1	Troubleshoot problems with AV equipment connected to computers
1	Deliver, install, repair, upgrade, troubleshoot, and/or test computers, peripherals, and audio-visual equipment
1, 2	Install and remove individual software applications, verify application has proper user rights to run correctly
1, 2	Demonstrate the ability to use diagnostic hardware and software to identify the solution to a technical problem and perform the repair
2	
2	Work collaboratively with broadcasting teachers to distribute audio and video content throughout the building, to the radio station, or to the cable TV station
2	Facilitate usage of the video distribution system, wired and wireless microphones, sound systems, and lighting systems in the building
2	Manage mobile laptop carts by charging batteries, securing laptops from theft, delivering to classrooms and assisting in maintenance tasks
2	Place requisitions and verify receipt of items for audiovisual parts and equipment
2	Maintain audiovisual equipment, including preventive maintenance, cleaning, repairing, recommending for contracted repair service, or recommending for replacement
2	Assist with the supervision of student workers
2	Maintain organized documentation for all audiovisual equipment and building installations of audiovisual equipment
2	Adhere to copyright laws regarding retention and copying of video and audio materials
2	Maintain vigilance in protecting the physical security of district equipment and facilities
2	Maintain inventory information for audiovisual equipment, and mark all incoming equipment and parts using district standard inventory procedures
2	Oversee all audiovisual and computer equipment setups in large presentation areas in the school
2	Set up appropriate audiovisual and computer equipment (hardware, software, and data files) needed for presentations by staff, students, and outside presenters in a professional manner
2	Assist teachers and students using tech-enabled classrooms and other presentation facilities
2	Troubleshoot and resolve software conflicts on workstations
2	Perform Help Desk responsibilities by responding to requests or delegating requests, when appropriate, to other technicians to ensure a prompt solution
2, 3	Demonstrate the ability to interpret schematics, wiring diagrams, and manuals
2, 3	Assist the Information Systems Technicians in addressing administrative technology needs
2, 3	Maintain network file and print services
2, 3	Perform advanced troubleshooting for technology issues based on logical methods and appropriate research
2, 3	Schedule and coordinate work with outside vendors for printer maintenance and other tasks

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3	Assist other technicians in making complicated repairs and serve in the role of mentor to Level 2 and Level 1 technicians
3	Assist in the implementation and maintenance of security systems designed to protect the District's network, data communications, computer systems, and stored information
3	Create and test hard drive images on Windows-based and Macintosh computers over the network
3	Maintain effective and efficient operation of the network, servers, and computers in all buildings
3	Manage the creation, monitoring, and inactivation of network accounts in a timely manner
3	Participate with the Chief Technology Officer in the planning and testing of new versions of server operating system software, the development of implementation procedures, and the rollout of new server operating systems across the district
4	Hold multiple certifications and or demonstrate years of experience in more than one specialty area (i.e. Microsoft, Apple, hardware support)
4	Mentor and lead team members on a project basis
4	Provide advanced troubleshooting and support to other technology team members
1, 2, 3	Communicate successful and unsuccessful problem solution methods to all technician levels
1, 2, 3	Continue the acquisition of technology skills and knowledge, keeping existing certifications current and working toward additional levels of certification if applicable to job assignment
1, 2, 3	Connect cable and wiring connections as needed when installing or repairing equipment, securing cables for user safety and electrical safety
1, 2, 3	Adhere to copyright laws in the installation and distribution of software and assist in maintaining records of software installations
1, 2, 3	Assist in the implementation of all technology related policies and guidelines set forth by the Board of Education
1, 2, 3	Assist with the supervision of student workers
1, 2, 3	Exercise diligence in protecting the physical security of district equipment and facilities
1, 2, 3	Maintain timely and accurate records of Help Desk requests and solutions, inventory information, hardware changes, and software installations
1, 2, 3	Utilize desktop management, anti-virus, and desktop security software.
1, 2, 3,4	Perform other duties as assigned by the Chief Technology Officer

* Suggested Technician levels based upon experience

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Technician Level	Qualification Requirements
All	Effective oral and written communication skills with strong interpersonal skills
All	Good judgment, trustworthiness, flexibility, and emotional maturity
All	Good organizational and time management skills
All	Able to maintain confidentiality of information
All	Able to establish and maintain effective working relationships
All	Patient and willing to work with others even under trying circumstances
All	Demonstrate a general knowledge of computers and related technologies

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All	Be able to analyze, diagnose, and solve equipment problems
All	Shows initiative and is a self-starter even without direct supervision
All	Provides excellent follow-through on assignments so that tasks are completed
All	Committed to achieving departmental and district goals
All	Knowledgeable about computers and related technologies as used in education
All	Knowledgeable about components of local area networks
All	Understands mechanical, electronic, and computer principles as applied to the repair and maintenance of computers and peripherals
2	<i>Demonstrate a commitment to aligning actions to accomplish school and departmental goals</i>
2	Be able to learn new equipment quickly and anticipate user problems
1,2	Be able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
2	Be able to lead students and teachers in the use of new or unfamiliar equipment
2	Be able to read and understand repair and instruction manuals
2	Be able to interpret work orders and equipment set-up requests for various meetings and events
2	Understand basic mathematical operations in order to complete requisitions and measure distances in equipment set-ups
2	Be able to lift heavy equipment, such as TV's
2, 3	Possesses skills needed to understand technology manuals, architectural drawings, blueprints, and schematics
2, 3	Able to communicate effectively with all levels of technology users
2, 3	Able to identify the relative importance of various issues to prioritize work assignments at the Help Desk
3,4	Able to frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
3,4	Demonstrates leadership skills
4	Hold multiple certifications and or demonstrate years of experience in more than one specialty area (i.e. Microsoft, Apple, hardware support)
4	Mentor and lead team members on a project basis

Education and/or experience:

- Bachelor or Associate degree preferred
- Minimum of four years experience as a computer technician on Windows and Macintosh platforms or related work experience
- Knowledge of current desktop operating systems for both Windows and Macintosh
- Operating system and application software troubleshooting experience
- Experienced user of network file and print services
- Experienced user of desktop management, anti-virus, and desktop security software
- Professional certifications

JOB DESCRIPTION

Position title: Instructional Technology Coordinator (12 Months, Teacher Certification, Exempt)
Department: Technology
Reports to: Building Administrator

Summary:

The Instructional Technology Coordinator is responsible for promoting and facilitating the technology enhanced instructional activities within each building based on the district's vision of the appropriate use of instructional technology. The duties of the Instructional Technology Coordinator include coordinating technology-related staff development, serving as a member of all district and building level technology committees, and participating in the development of district technology policies and procedures. This position is the liaison between the teachers and the technical staff. The Instructional Technology Coordinator is responsible for adhering to and communicating district policies and procedures relating to technology within the assigned building.

Essential job functions and responsibilities:

- Implement the district's technology plan in areas relating to instruction
- Work with the Chief Technology Officer and the Assistant Superintendent for Curriculum and Instruction to coordinate the selection, use, and implementation of technology applications to meet instructional goals
- Assure that essential technology skills are taught to all students by working with the curriculum leaders (copyright laws, safety on the Internet, ethical use of technology, information literacy skills)
- Lead teachers in the integration of technology into the curriculum and in sharing best practices
- Assist in long-range technology planning for the district and the building
- Serve as a building representative on all District Technology Committee(s) and all Building Technology Committees
- Work with the library staff at the school to assess needs and develop plans to address the needs of the students and staff
- Encourage the transfer of technology to the educational process based on sound principles of instruction
- Participate in the budget process and manage purchases for the building's instructional technology accounts
- Analyze professional development needs through the use of a variety of assessment tools
- Confer with instructional supervisors to ensure that technology professional development meets the needs of all departments
- Create and publish a regular professional development newsletter/catalog listing all current professional development activities
- Provide guidance and recommendations for the purchase of technology equipment
- Review department budgets for the acquisition and distribution of technology equipment and advise departments in the development of a plan for distribution
- Assist teachers in following proper procedures for requesting new hardware and software
- Coordinate the acquisition and planned implementation of instructional software with the Chief Technology Officer
- Assist the Chief Technology Officer in the development of schedules and procedures for implementing new technologies
- Participate in vertical and horizontal articulation with Glenbrook North, Glenbrook South, township feeder schools, and the local community college
- Conduct regularly scheduled technology staff meetings with the department advocates
- Ensure appropriate, equity and consistency of technology throughout the building

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- Assess training needs and work to develop and implement required staff development training to support the use and integration of technology in teaching and learning
- Assist in coordinating all technology related staff development with teachers, administrators, and administrative support staff, including the Internal University
- Plan and implement workshops and user groups
- Schedule, coordinate, and conduct student information system training programs
- Maintain a resource bank of contacts for training
- Research, collaborate and submit applications with various divisions/departments for available grant funds related to technology
- Serve as project manager for new technology applications within the building
- Supervise and develop guidelines for checkout of technology assets and software, access to building technology labs and community training programs
- Maintain an awareness of educational staff development trends and resources
- Perform other duties as required by immediate supervisor

Supervisory responsibilities:

- Technology Trainer
- Technology Advocates
- Participate in supervision of Instructional Lab Managers as instructed by Building Administrator

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Demonstrate highly developed organizational and time management skills
- Demonstrate strong interpersonal skills
- Establish and maintain effective working relationships with the staff
- Show the ability to exercise appropriate initiative and work independently
- Demonstrate a general knowledge implementing technology-based solutions in an educational environment
- Demonstrate effective oral and written communication skills
- Communicate effectively with all levels of technology users
- Demonstrate competence in the use of spreadsheets in such activities as budget construction, graphing variables, cost analysis, and “what if” scenarios to assist in data driven decision-making
- Handle confidential information discretely and professionally
- Exhibit the skills of critical thinker and problem solver
- React calmly in situations of technical problems, diffusing problems and modeling flexible behavior
- Frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
- Transfer abstract thinking into practical applications and understand the relative importance of various issues
- Demonstrate a commitment to aligning actions to achieve district, building, and department goals
- Inspire others to a shared vision of technology integration and technical proficiency
- Frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
- Establish clear structures for work to be accomplished both as team members and as individuals

Education and/or experience:

- BA, BS in educational field - MA, MS preferred
- Illinois Teaching Certificate

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- Illinois Type 75 administrative certificate preferred
- Five years of teaching experience
- Three years of leadership in educational technology

JOB DESCRIPTION

Position title: Technology Trainer (12 Months)
Department: Technology
Reports to: Instructional Technology Coordinator

Summary:

The focus of this position is to provide technology professional development, and to assist in coordinating the development, scheduling, and related record keeping of all offerings.

Essential job functions and responsibilities:

- Consult with the Instructional Technology Coordinator, administrators, faculty and staff to help determine the technology needs in the building
- Visit classrooms and labs to offer assistance to teachers
- Teach and assist in coordinating technology professional development
- Prepare materials and activities for technology professional development sessions
- Keep professional development activities progressive by incorporating new programs and technology advancements
- Advise teachers on the use of educational technology in the classroom
- Participate in professional development activities to continue developing skills
- Assist the Assistant Superintendent for Curriculum and Instruction, the Director of Human Resources, the Director of Technology, the Associate Principals for Curriculum and Instruction, and the Instructional Supervisors for Technology with the development and implementation of the Internal University
- Assist in teaching New Teacher Orientation
- Work with Technology Advocates to keep their skills current and to train them on new applications so that the Advocates will lead their departments
- Maintain a web site of resources for training
- Perform other duties as assigned by the Instructional Technology Coordinator

Supervisory responsibilities: None

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Be able to excite, inspire, and encourage users to increase their technology skills and knowledge, and thereby increase instructional uses of technology where appropriate
- Demonstrate highly developed organizational and time management skills
- Establish and maintain effective working relationships with the staff
- Show the ability to exercise appropriate initiative and work independently
- Demonstrate effective oral and written communication skills
- Communicate effectively with all levels of technology users
- Handle confidential information discretely and professionally
- Be able to plan for long-term projects and respond to short-term needs
- Transfer abstract thinking into practical applications and understand the relative importance of various issues

HUMAN RESOURCES - NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225

- Demonstrate a commitment to aligning actions to serve the goals of the district, school, and department
- Inspire others to achieve instructional technology goals
- Be flexible in dealing with problems, encouraging to reluctant learners, and supportive to learners on the leading edge

Education and/or experience:

- BA, BS in education or technology field
- Extensive experience in educational technology applications, both administrative and instructional
- Illinois Teaching Certificate preferred
- Three years of teaching experience
- Experience in teaching adult learners

JOB DESCRIPTION

Position title: Instructional Lab Manager (204 Days)
Department: Various – Departments will be assigned within the Building
Reports to: Building Administrator

Summary:

The focus of the Instructional Lab Manager is to manage specified computer labs so that all students and faculty members can be successful in their lab experiences. The goals of this position are to answer “How do I…” questions immediately, to prepare the labs for class use, to supervise individual students that come to work in the labs, to supervise Internet use according to the Acceptable Use policy, and to minimize vandalism in the labs.

Essential job functions and responsibilities:

- Maintain lab schedules for the assigned labs, carts, and other equipment that are shared by the department
- Collaborate with teachers scheduled to use the lab and prepare the lab equipment accordingly
- Assist students with basic functions to access and utilize technology successfully in the lab, including account or password problems, and reset passwords when necessary
- Assist teachers with software and other problems as they relate to computer lab usage
- Perform preventive hardware/software maintenance, including but not limited to virus scans, clearing cache, emptying computer’s recycle bin, cleaning mouse and keyboard, or cleaning lab work space and monitors
- Monitor use of lab equipment to assure compliance with the district’s Acceptable Use and Network Use Policies
- Maintain vigilance in protecting the physical security of district equipment and facilities
- Install approved software in conjunction with the copyright laws and district licensing agreements
- Install printers and other peripherals and the associated drivers
- Replace faulty external hardware attached to computers (e.g. USB drives, mice, keyboards, etc.)
- Assist teachers in Technology Enabled Classrooms in emergency situations
- Serve as a reliable tester for new software and operating systems
- Manage mobile laptop carts by charging batteries, securing laptops from theft, delivering to classrooms, and assisting in routine maintenance tasks
- Update and track work orders in the district Help Desk system
- Coordinate scheduling of complicated repairs with technicians
- Maintain a log of all changes to the technology in the department and lab, and of lab usage
- Present monthly reports to Instructional Supervisor
- Assist in updating department websites
- Assist in maintaining inventory information
- Share ideas to maximize the efficiency and usage of the lab
- Communicate successes and failures with counterparts
- Continually update skills and knowledge
- Assist with the supervision of student workers
- Perform other duties as required by the Instructional Technology Coordinator, and department Instructional Supervisor

Special tasks required in Foreign Language ASC Digital Labs

- Log in and out of ASC system at start and end of each day

HUMAN RESOURCES - NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225

- Assist teachers with necessary lab preps (file transfers, file copies, rip CD's, etc.)
- Assist teachers in performing the necessary lab functions, including training when necessary
- Troubleshoot to avoid user errors and to resolve technical malfunctions
- Assist teachers by collecting and routing audio files for assessment purposes
- Interface with ASC trainers and tech staff, and district technicians as needed
- Coordinate the administration of the AP Language Exams, administer the listening and speaking portions, and burn student oral responses to individual CD's
- Set students up with VCR, DVD, ASC console, or computer for watching missed episodes, American Sign Language quizzes, or films
- Record satellite and/or cable broadcasts per teacher requests
- Transfer digital video camera footage to computer, then to DVD
- Edit, label, and duplicate CD's, DVD's, and videos per teacher requests
- Update and record location of AV materials assigned each year by classroom and/or teacher (overhead projectors, CD players, etc.)
- Maintain accurate inventory databases for videos, DVD's, etc.
- Use the library system to track checkout of videos, DVD's, etc.

Supervisory responsibilities: None

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Demonstrate organizational and time management skills
- Demonstrate strong interpersonal skills in planning lab usage with teachers and in supporting users
- Establish and maintain effective working relationships with the staff
- Exercise appropriate initiative and work independently
- Demonstrate a general knowledge of computers and related technologies
- Demonstrate a general knowledge of implementing technology-based solutions in an educational environment
- Demonstrate effective oral and written communication skills
- Be able to learn new software quickly and be able to anticipate user problems
- Be able to lead students and teachers in the use of new or unfamiliar software
- Handle confidential information discretely and professionally
- Exhibit the skills of critical thinker and problem solver
- Model flexible, logical, and reflective behavior
- Demonstrate a commitment to aligning actions to accomplish school and departmental goals

Education and/or experience:

- Bachelor's Degree preferred or Associate Degree
- Experience in working with technology in a school setting
- Experience in learning and using a variety of software

PROFESSIONAL CERTIFICATIONS

Department: Technology

Opportunities to Advance Through Education and/or Certification

Due to the nature of technology and the fast pace of innovation occurring, it is important to review the standards for software and hardware regularly. Certain technology standards are imposed on the organization and will require transitioning and conversion efforts from time to time. The district strives to stay current with the computer technology in terms of hardware and software. This will require an ongoing commitment to learning.

All employees in the Technology Department are required to keep their skills current, and are encouraged to study and earn industry certifications. As certifications are earned, employees may apply for advancement due to their increased knowledge and value to the organization. The chart below contains a general list of topics and a hierarchy of where expertise is required.

CARREER MATRIX Abbreviations only, see detailed charts below:

Apple track:	Microsoft track:	Service Desk:	Network:
ACSP	MOS, MCP	CSS	MCSE
ACTC	MCTS (various types)	HDA	MCSA
ACSA	MCSA, MCPD, MCAP	SCTL	HP certs
ACSA + Software certs	MCSE	HDM	Aruba certs
	MCM		

Technician Level	Areas of Desired Work Experience and Training
Any	Open Source software tools, Google Apps, Moodle
Any	Configuring and Maintaining Hardware
Any	Windows 7, Windows Vista, Windows XP and Windows 2000 Professional
Any	Apple Computer OS X 10.5 and upcoming OS X Snow Leopard Casper Suite
Technician Level 2, 3	MS Active Directory, SCCM, SharePoint, Exchange
Any	Help Desk Operation using Service Desk software and ITIL standards
Technician Level 2, 3	HP ProCurve Networking Equipment, Cisco Firewalls
Technician Level 3	HP ProCurve PCM Network Administration, Security
Technician Level 3	Project Management
Information System Technicians	Web Development (.Net Framework and open source, Web Security, Server Management)
Information Systems Technician	Oracle, MS SQL, mySQL, Excel, Database Administration
Information Systems Technician	.Net programming, PHP, Perl, Java

HUMAN RESOURCES - NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225

The charts on the next pages include certifications that are applicable to Glenbrook High Schools' technical environment, and that would aid an employee in advancing to a new level. The charts suggest which certifications are most appropriate to each position and level. Technology employees should jointly determine a training plan with their supervisors, and set goals for particular topics both of interest to the individual, and of benefit to the district. These charts are to be used as guidelines and not as indicators of the assignment of an employee to a particular salary level. This Job Description Supplement is subject to change as district needs change, and new technologies appear.

Certification Information for Technicians and Network Technicians

CompTIA Certifications	Level	Approximate Credit Hour Equivalent
A +®	1	8
Network +®	1	6
Project +®	2	6
Server +®	2	6
Security +®	3	9

Microsoft Professional Certifications	Level	
MCDST – Microsoft Certified Desktop Support Technician	1	3
Microsoft Office Specialist	2	6
MCITP – Microsoft Certified IT Professional	2	9

AppleCare Hardware Professional Certifications	Level	
ACDT – Apple Certified Desktop Technician	1	3
ACPT – Apple Certified Portable Technician	1	3

Apple Mac OS X and Mac OS X Server Certifications	Level	
ACSP – Apple Certified Support Professional	1	2
ACHDS – Apple Certified Help Desk Specialist	1	3
ACTC – Apple Certified Technical Coordinator	2	3
ACSA – Apple Certified System Administrator	3	3
Various Software Certifications	all	-
Apple Courses by Audience:		
For Support personnel	1,2	Introduction to Mac OS 10.5
	1,2	Support Essentials

HUMAN RESOURCES - NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225

	2	Server Essentials
	2	ACTC BootCamp
For Technicians	2	OS X 10.5 for technicians
	2	ACMT hardware training
	2	Apple Portable/ Desktop Service lab
For System Administrators/Service Desk personnel	3	OS X directory Services
	3,4	OS X Deployment 10.5
	4	OS X Advanced System Admin

Help Desk Certifications	Level	
Customer Support Specialist (CSS)	1	3
Help Desk Analyst (HDA)"Bootcamp" Certification	2	3
Help Desk Manager (HDM)	3	3
Support Center Team Lead (SCTL)	3	3

Cisco Certifications only as they are useful and applicable to HP Procurve switches or Firewall and VPN

LAN/WAN technology Certifications	Level	
CCNA – Routing and Switching Associate	2	16
CCNA – Network Security Associate	3	16
Cisco Wireless LAN Support Specialist	3	9
Glenbrook District Technologies:		
Aruba Wireless Systems - Administration	3	-
HP Procurve Switches – Management	3,4	-

Certification Information for Information Systems Technicians

CompTIA Certifications	Information Systems Technician Level	Approximate Credit Hour Equivalent
Network +®	4	6
Project +®	4	6
Server +®	4	6
Security +®	4	9

Microsoft Professional Certifications	Information Systems Technician Level	
MOS - Microsoft Office Specialist	All	6
MCAD - Microsoft Certified Application Developer	All	-
MCAP = Microsoft Certified Application Programmer	All	-
MCSA - Microsoft Certified Solution Developer	4,5	-
MCPC – Microsoft Certified Professional Developer: Web Developer	3,4	-
MCTS: SQL Server	All	-
MCITP: MS SQL, .Net, Framework	All	-
MCDBA: MS SQL	4, 5	-

Oracle Certifications are less needed as MS SQL and mySQL usage increases:

Oracle Certifications	Information Systems Technician Level	
Oracle9i DBA Oracle Certified Associate	3,4	-
Oracle9i DBA Oracle Certified Professional	3,4	-
Oracle9iAS Web Administrator Oracle Certified Associate	3,4	-
Oracle PL/SQL Developer Oracle Certified Associate	3,4	-
Oracle Forms Developer Oracle Certified Professional	3,4	-
Application Developer Oracle Certified Professional	3,4	-

Help Desk Certifications	Information Systems Technician Level	
Customer Support Specialist (CSS)	All	3
Help Desk Analyst (HDA)"Bootcamp" Certification	All	3

Overview of Certifications

[CompTIA Certifications](#)

CompTIA A+ ® Certification

CompTIA A+ certification is an international industry credential that validates the knowledge of computer service technicians with the equivalent of 500 hours of hands-on experience. Major hardware and software vendors, distributors and resellers accept CompTIA A+ as the standard in foundation-level, vendor-neutral certification for service technicians. The exams cover a broad range of hardware and software technologies, but are not bound to any vendor-specific products.

Earning CompTIA A+ certification proves that a candidate has a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking.

CompTIA Network+® Certification

The CompTIA Network+ certification is an international industry credential that validates the knowledge of networking professionals with at least nine months of experience in network support or administration or adequate academic training. A typical candidate would have CompTIA A+ certification or equivalent knowledge, but this is not a prerequisite. An accepted foundation-level, vendor-neutral certification for networking professionals, many IT certifications integrate CompTIA Network+ into their curriculums.

Earning a CompTIA Network+ certification demonstrates that a candidate can describe the features and functions of networking components, and troubleshoot basic networking hardware, protocols and services. The exam tests technical ability in the areas of media and topologies, protocols and standards, network implementation, and network support. The exam also covers new technologies such as wireless networking and gigabit Ethernet.

CompTIA Project+ Certification

CompTIA Project+ certification is a global credential for project managers, and those who manage projects as part of their job role. Based on best practices of project management, the exam incorporates universal project management principles, and includes important people skills such as conflict resolution, negotiation, communication, team building/leadership, and setting and managing expectations.

CompTIA Server+™ Certification

CompTIA Server+ certification is an international industry credential that validates the knowledge of individuals with 18-24 months of experience with Industry Standard Server Architecture (ISSA) technology. Professionals who want to certify their advanced technical knowledge in areas such as RAID, SCSI, multiple CPUs and the like, should consider this certification. While CompTIA Server+ does not require the CompTIA A+ certification as a prerequisite, it is recommended.

The Server+ certification credential validates advanced-level technical competency of server issues and technology, including installation, configuration, upgrading, maintenance, environment, troubleshooting and disaster recovery. This certification is geared toward mid to upper-level technicians.

CompTIA Security+™ Certification

The CompTIA Security+ certification tests for security knowledge mastery of an individual with two years on-the-job networking experience, with emphasis on security. The exam covers industry-wide topics, including communication security, infrastructure security, cryptography, access control, authentication, and operational security. CompTIA Security+ is taught at colleges, universities and commercial training centers around the globe. CompTIA Security+ is an elective or prerequisite to advanced security certifications.

Apply Your Credentials to Microsoft Certifications

Certain specified CompTIA certifications can serve as alternatives to passing elective exams or specialization exams for select Microsoft Certified Professional certifications.

- **Microsoft Certified Systems Administrator (MCSA)**
To receive an elective credit toward the MCSA certification, candidates must earn the CompTIA A+ credential and either the CompTIA Network+ credential or the CompTIA Server+ credential. Alternatively, candidates can earn the CompTIA Security+ credential.
- **Microsoft Certified Systems Engineer (MCSE)**
To receive an elective credit toward the MCSE certification, candidates can earn the CompTIA Security+ credential.
- **MCSA:Security**
To receive a specialization credit toward the MCSA:Security certification, candidates can earn the CompTIA Security+ credential.
- **MCSE:Security**
To receive a specialization credit toward the MCSE: Security certification, candidates can earn the CompTIA Security+ credential.

Apple Certifications

[AppleCare Hardware Certifications](#)



[Apple Software and Server Certifications](#)



[Microsoft Certifications](#)

Link to Microsoft's web site: [Six Steps to Certification](#)

Link to Microsoft's free **technician** skill assessments: [Microsoft Skills Assessment](#)



Link to Microsoft's free **developer** skill assessments: [Microsoft Skills Assessment](#)



[Novell Certifications](#)

Certified Novell Administrator (CNA)

The CNA is the first certification you should earn, being required for both the CNE and CDE certifications. The CNA certification will teach you the skills needed to support eDirectory and NetWare environments.

Certified Novell Engineer (CNE)

The CNE is the IT Industry's leading certification on networking and troubleshooting, specifically on NetWare and eDirectory.

Master CNE

The Master CNE is the premier CNE, the person who can perform troubleshooting and implementation tasks on specific types of Novell solutions.

[Help Desk Institute Certifications](#)

Training & Certification



The competencies for each of the HDI Certifications were identified and approved by the HDI International Certification Standards Committee (ICSC). It is the committee's intent to recognize the breadth of knowledge required, document the needed skills, and provide leadership to the support industry on the meaning of a certification in customer services and technical support.

The HDI Certification Standards are open standards that are independent of any training curriculum. HDI Certification objectives are published to allow any organization or individual to develop curriculum that will enable individuals to pass the exam, which is independently administered. HDI is the administrator, facilitator, and arbitrator of the standards.



[HDI Customer Support Specialist \(CSS\) Certification Standards](#)



[HDI Help Desk Analyst \(HDA\) Certification Standards](#)



[Support Center Team Lead \(SCTL\) Certification Standards](#)



[HDI Help Desk Manager \(HDM\) Certification Standards](#)



[HDI Support Center Leadership Program \(SCLP\)](#)

[Cisco Certifications](#)

General Certifications			
Certification Paths	<u>Associate</u>	<u>Professional</u>	<u>Expert (CCIE)</u>
Routing & Switching	<u>CCNA</u>	<u>CCNP</u>	<u>CCIE Routing & Switching</u>
Design	<u>CCNA</u> & <u>CCDA</u>	<u>CCDP</u>	None
Network Security	<u>CCNA</u>	<u>CCSP</u>	<u>CCIE Security</u>
Service Provider	<u>CCNA</u>	<u>CCIP</u>	<u>CCIE Service Provider</u>
Storage Networking	<u>CCNA</u>	none	<u>CCIE Storage Networking</u>
Voice	<u>CCNA</u>	<u>CCVP</u>	<u>CCIE Voice</u>

[Adobe Certifications](#)

Become a Certified Professional

Flash MX 2004 Designer

Prove your ability to design effective rich content by earning your Flash MX 2004 Designer Certification.

Flash MX 2004 Developer

Show off your knowledge of ActionScript by earning your Flash MX 2004 Developer Certification.

Dreamweaver 8 Developer

Demonstrate your industry-leading skills for web development and design, developing and maintaining standards-based websites and applications by earning your Dreamweaver 8 Developer Certification

[Get Certified >](#)

Adobe Certification



For Adobe certification programs please visit the Adobe certification home.

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[Learn more >](#)

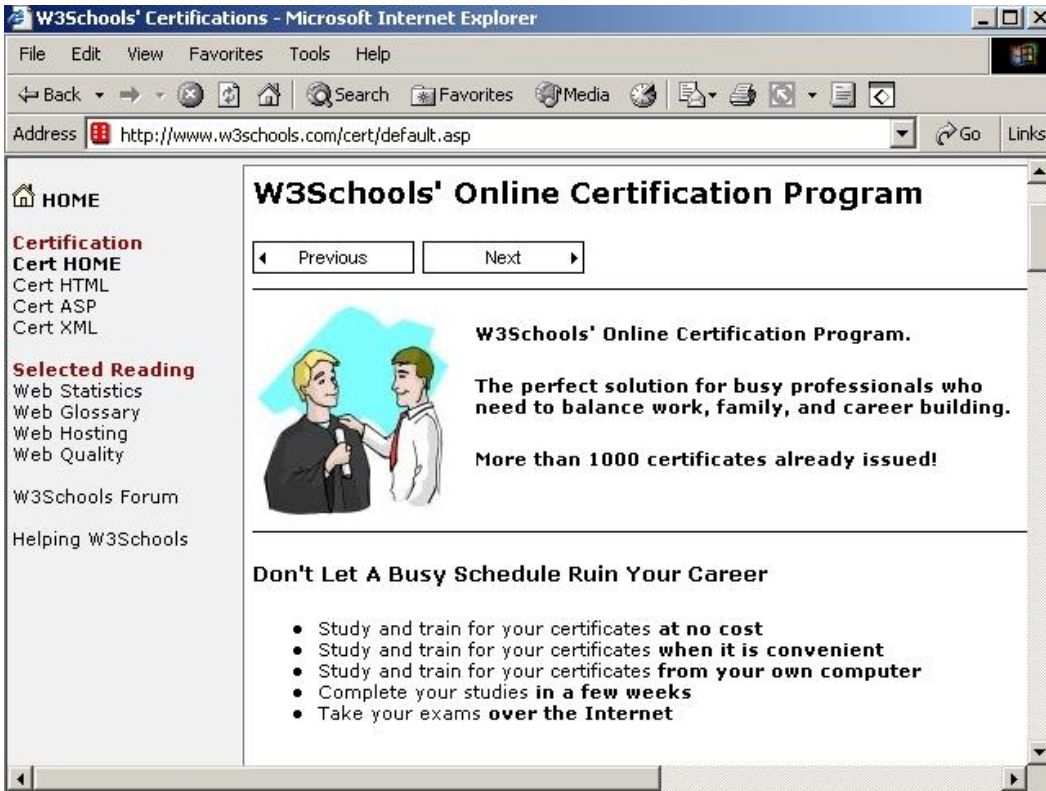
ColdFusion MX 7 Developer

Prove your knowledge of effective code use, code re-use, and exception handling by earning your ColdFusion MX 7 Developer Certification.

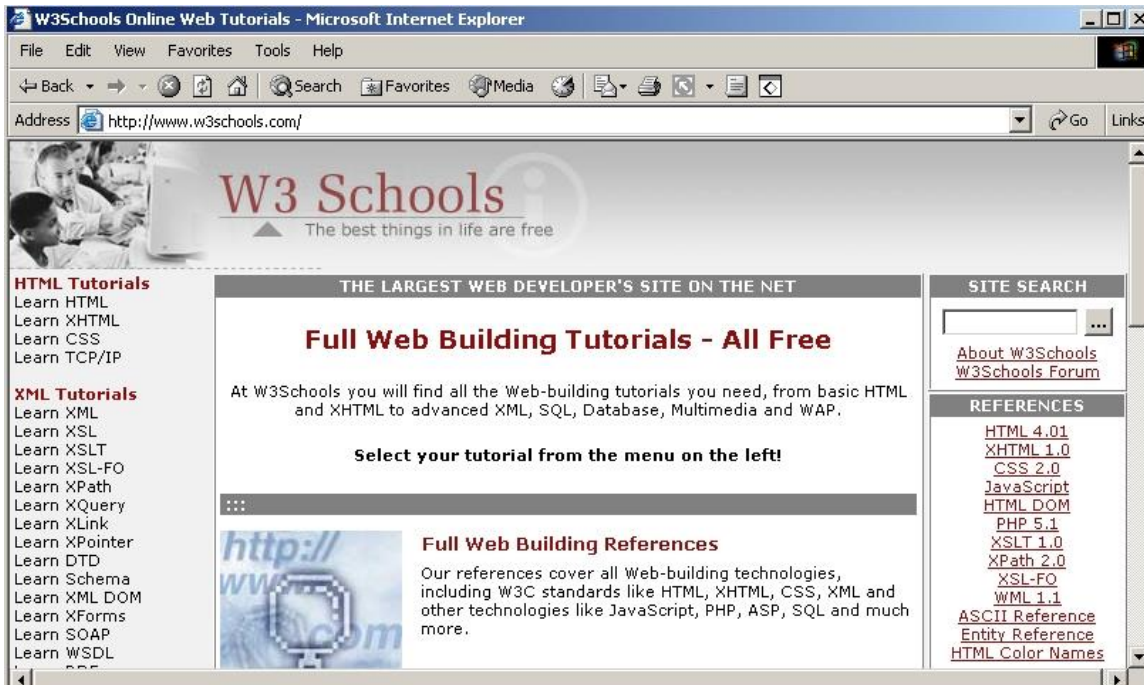
[Retired Exams >](#)

[Beta Exams >](#)

[W3 Schools Certifications](#)



Link to W3 Schools free web building tutorials: [W3 Schools' Tutorials](#)



Technology Supervisor Salary Schedule 2014-2015

Calendar	260	239	Hourly
1	89,289	82,077	42.93
2	91,342	83,965	43.91
3	92,712	85,224	44.57
4	94,103	86,502	45.24
5	95,514	87,799	45.92
6	96,947	89,117	46.61
7	98,401	90,453	47.31
8	99,878	91,811	48.02
9	101,376	93,188	48.74
10	102,896	94,585	49.47

**HUMAN RESOURCES
NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225**

JOB DESCRIPTION

Position title: Technology Trainer
Department: Technology
Reports to: Instructional Technology Coordinator

Summary:

The focus of this position is to provide technology professional development, and to assist in coordinating the development, scheduling, and related record keeping of all offerings.

Essential job functions and responsibilities:

- Consult with the Instructional Technology Coordinator, administrators, faculty and staff to help determine the technology needs in the building
- Visit classrooms and labs to offer assistance to teachers
- Teach and assist in coordinating technology professional development
- Prepare materials and activities for technology professional development sessions
- Keep professional development activities progressive by incorporating new programs and technology advancements
- Advise teachers on the use of educational technology in the classroom
- Participate in professional development activities to continue developing skills
- Assist the Assistant Superintendent for Curriculum and Instruction, the Director of Human Resources, the Director of Technology, the Associate Principals for Curriculum and Instruction, and the Instructional Supervisors for Technology with the development and implementation of the Internal University
- Assist in teaching New Teacher Orientation
- Work with Technology Advocates to keep their skills current and to train them on new applications so that the Advocates will lead their departments
- Maintain a web site of resources for training
- Perform other duties as assigned by the Instructional Technology Coordinator

Supervisory responsibilities: None

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Be able to excite, inspire, and encourage users to increase their technology skills and knowledge, and thereby increase instructional uses of technology where appropriate
- Demonstrate highly developed organizational and time management skills
- Establish and maintain effective working relationships with the staff
- Show the ability to exercise appropriate initiative and work independently
- Demonstrate effective oral and written communication skills
- Communicate effectively with all levels of technology users
- Handle confidential information discretely and professionally
- Be able to plan for long-term projects and respond to short-term needs
- Transfer abstract thinking into practical applications and understand the relative importance of various issues
- Demonstrate a commitment to aligning actions to serve the goals of the district, school, and department
- Inspire others to achieve instructional technology goals
- Be flexible in dealing with problems, encouraging to reluctant learners, and supportive to learners on the leading edge

Education and/or experience:

- BA, BS in education or technology field
- Extensive experience in educational technology applications, both administrative and instructional
- Illinois Teaching Certificate preferred
- Three years of teaching experience
- Experience in teaching adult learners

**HUMAN RESOURCES
GLENBROOK HIGH SCHOOLS**

JOB DESCRIPTION

Position title: Director of Technology

Department: Technology

Reports to: Superintendent

Summary:

The Director of Technology is responsible for all school district initiatives involving the use of technology in instructional, administrative, and operational areas. This position supervises the Technology Support Manager and staff (Help Desk group and system technicians), Web Coordinator, the programming team, and the audio visual staff.

Essential job functions:

Administrative:

- 1) Serve as lead administrator in the hiring and evaluation of technology staff
- 2) Supervise the Technology Support Manager to plan, procure, and distribute end-user hardware, software, and online systems which support the district's instructional, administrative and operational goals
- 3) Work with the Technology Support Manager to assure technology/network tasks are appropriately prioritized and scheduled to minimize conflict with the instructional day and the school calendar
- 4) Develop, recommend, and administer the district's technology budget
- 5) Supervise the Web Coordinator and the development/integration of the Glenbrook website according to identified communication and instructional needs of the district
- 6) Oversee technicians continuing professional development; coordinate staff development activities to promote effective use of available instructional/administrative technology resources
- 7) Oversee the student information system and associated *business intelligence* (data mining) objectives
- 8) Serve as project manager for district technology initiatives
- 9) Implement the district's long-range technology plan for all locations within the district
- 10) Oversee the implementation and evaluation of the district's technology plan
- 11) Work with the Instructional Technology Coordinators to support instructional needs and enhance technology integration in the classroom; assist in the evaluation and selection of instructional software
- 12) Adhere to best practice in the development of policy, procedures and applications of technology in the district

Technical:

- 1) Evaluate contracts for information support and develop longevity for tying systems together (This includes overall effectiveness for single input of data by end-users and rolling information effectively between systems.)
- 2) Evaluate all communication systems for cost effective strategies and compliance with all 9-1-1 regulations
- 3) Evaluate all backup and operating processes for district guidelines on retention and recovery
- 4) Develop and maintain a disaster recovery plan in accordance with district policy and acceptable downtime
- 5) Have working knowledge of the following technical areas for evaluation and decision-making:
 - a. Network security risks
 - b. E-mail profiles and policy restrictions with messaging system architecture
 - c. Print queue and print server operations
 - d. Database system maintenance and licensing
 - e. Electronic file management concepts
 - f. WEB software and WEB design
 - g. Internet protocol and client server communication
 - h. Domain Name Services
 - i. Network infrastructure hardware, security, and traffic control
 - j. Account setup for end-users
 - k. VoIP, audio, and video options for technically current networks
- 6) Develop plans for replacement, maintenance, and ongoing support of all hardware and software

Education:

- 1) Minimum of bachelor's degree in computer science or business with experience in a school setting and three years of information technology management experience, or
- 2) A teaching degree with three years of information technology management experience in the school setting

Other necessary qualifications:

- 1) Strong written and verbal communication skills necessary; ability to address the school community and public
- 2) Strong organizational skills and ability to develop team performance

**Technical Salary Schedule
2014-2015**

Step	260	239	Hourly	Positions
1	40,494	37,223	19.47	Level 1 Technician Tech Support
2	41,297	37,962	19.85	
3	42,123	38,721	20.25	
4	42,966	39,495	20.66	
5	43,826	40,286	21.07	
6	44,702	41,091	21.49	
7	45,596	41,913	21.92	
8	46,508	42,752	22.36	
9	47,438	43,607	22.81	
10	48,387	44,479	23.26	
11	49,868	45,369	23.97	Level 2 Technician Tech Support Technology Trainer 1
12	50,864	46,756	24.45	
13	51,880	47,690	24.94	
14	52,920	48,645	25.44	
15	53,978	49,617	25.95	
16	55,057	50,610	26.47	
17	56,158	51,622	27.00	
18	57,281	52,654	27.54	
19	58,427	53,707	28.09	
20	59,595	54,782	28.65	
21	60,786	55,877	29.22	
22	62,001	56,994	29.81	
23	63,243	58,136	30.41	
24	64,508	59,298	31.01	
25	65,798	60,484	31.63	
26	67,113	61,692	32.27	Level 3 Technician Tech Trainer Service Desk Senior Information Technician Network/Server Support Technician
27	68,455	62,926	32.91	
28	69,824	64,184	33.57	
29	71,222	65,469	34.24	
30	72,645	66,778	34.93	
31	74,098	68,113	35.62	
32	75,580	69,475	36.34	
33	77,092	70,865	37.06	
34	78,634	72,283	37.80	
35	80,207	73,729	38.56	
36	81,811	75,204	39.33	Level 4 Technician Senior Info Systems Technician Senior Network Server Technician Web Application Programmer Senior Apple Deskside Support Tech Senior Windows Deskside Support Tech
37	83,038	76,330	39.92	
38	84,284	77,476	40.52	
39	85,548	78,639	41.13	
40	86,831	79,818	41.75	
41	88,135	81,016	42.37	
42	89,455	82,231	43.01	
43	90,798	83,464	43.65	
44	92,159	84,715	44.31	
45	93,542	85,987	44.97	
TEC2	67,113	61,692	32.27	Tech Special
TEC3	81,811	75,204	39.33	

**HUMAN RESOURCES
NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225**

JOB DESCRIPTION

Position title: Technician
Department: Technology
Reports to: Technology Support Manager

Summary:

Through experience, continual training, and earning technical certifications, Technicians will be able to apply for promotions from Level 1 to Level 2 and Level 3. All Technicians are expected to function as a team, providing support throughout the district as assigned. Level 2 and Level 3 Technicians will be assigned operation of the Help Desk on a rotating basis.

Position title: Technician Level 3 (Exempt)

General Description:

The Technician Level 3 will focus on network operation, server management, and desktop image creation and testing for all sites. In general, this position will respond to issues affecting many users and to higher difficulty Help Desk requests, but the technician can be assigned any level of technical task.

Position title: Technician Level 2

General Description:

The Technician Level 2 will install, maintain, and troubleshoot technology including Windows and Macintosh computers, software, network hardware, peripherals, and audio-visual equipment at all sites, based on direction from the Technology Support Manager and assignments from the Help Desk. This position may be assigned particular software systems to provide specialized support (e.g. cafeteria, library, document imaging).

Position title: Technician Level 1

General Description:

The Technician Level 1 will install, maintain, repair, and troubleshoot technology including Windows and Macintosh computers, software, peripherals, and audio-visual equipment at all sites, based on direction from the Technology Support Manager and assignments from the Help Desk. In general, this technician provides back-line support, and works on problems requiring physical contact with the workstation.

Level*	Essential Job Functions and Responsibilities
1	Prepare surplus equipment for disposal
1	Install hard drive images on Windows-based and Macintosh computers over the network
1	Coordinate and perform set ups and breakdown of equipment as needed
1	Duplicate video and audio cassette tapes, and record off-air programming from cable or satellite sources (in compliance with copyright law)
1	Perform periodic and preventive maintenance on equipment
1	Troubleshoot problems with AV equipment connected to computers
1	Deliver, install, repair, upgrade, troubleshoot, and/or test computers, peripherals, and audio-visual equipment
1, 2	Install and remove individual software applications, verify application has proper user rights to run correctly
1, 2	Demonstrate the ability to use diagnostic hardware and software to identify the solution to a technical problem and perform the repair
2	Troubleshoot and resolve software conflicts on workstations
2	Perform Help Desk responsibilities by responding to requests or delegating requests, when appropriate, to other technicians to ensure a prompt solution
2, 3	Demonstrate the ability to interpret schematics, wiring diagrams, and manuals
2, 3	Assist the Information Systems Technicians in addressing administrative technology needs
2, 3	Maintain network file and print services
2, 3	Perform advanced troubleshooting for technology issues based on logical methods and appropriate research
2, 3	Schedule and coordinate work with outside vendors for printer maintenance and other tasks
3	Assist other technicians in making complicated repairs and serve in the role of mentor to Level 2 and Level 1 technicians
3	Assist in the implementation and maintenance of security systems designed to protect the District's network, data communications, computer systems, and stored information
3	Create and test hard drive images on Windows-based and Macintosh computers over the network
3	Maintain effective and efficient operation of the network, servers, and computers in all buildings
3	Manage the creation, monitoring, and inactivation of network accounts in a timely manner
3	Participate with the Technology Support Manager in the planning and testing of new versions of server operating system software, the development of implementation procedures, and the rollout of new server operating systems across the district
1, 2, 3	Communicate successful and unsuccessful problem solution methods to all technician levels

1, 2, 3	Continue the acquisition of technology skills and knowledge, keeping existing certifications current and working toward additional levels of certification if applicable to job assignment
1, 2, 3	Connect cable and wiring connections as needed when installing or repairing equipment, securing cables for user safety and electrical safety
1, 2, 3	Adhere to copyright laws in the installation and distribution of software and assist in maintaining records of software installations
1, 2, 3	Assist in the implementation of all technology related policies and guidelines set forth by the Board of Education
1, 2, 3	Assist with the supervision of student workers
1, 2, 3	Exercise diligence in protecting the physical security of district equipment and facilities
1, 2, 3	Maintain timely and accurate records of Help Desk requests and solutions, inventory information, hardware changes, and software installations
1, 2, 3	Utilize desktop management, anti-virus, and desktop security software.
1, 2, 3	Perform other duties as assigned by the Technology Support Manager

* Suggested Technician levels based upon experience

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Technician Level	Qualification Requirements
1, 2, 3	Effective oral and written communication skills with strong interpersonal skills
1, 2, 3	Good judgment, trustworthiness, flexibility, and emotional maturity
1, 2, 3	Good organizational and time management skills
1, 2, 3	Able to maintain confidentiality of information
1, 2, 3	Able to establish and maintain effective working relationships
1, 2, 3	Patient and willing to work with others even under trying circumstances
1, 2, 3	Shows initiative and is a self-starter even without direct supervision
1, 2, 3	Provides excellent follow-through on assignments so that tasks are completed
1, 2, 3	Committed to achieving departmental and district goals
1, 2, 3	Knowledgeable about computers and related technologies as used in education
1, 2, 3	Knowledgeable about components of local area networks
1, 2, 3	Understands mechanical, electronic, and computer principles as applied to the repair and maintenance of computers and peripherals
2, 3	Possesses skills needed to understand technology manuals, architectural drawings, blueprints, and schematics
2, 3	Able to communicate effectively with all levels of technology users
2, 3	Able to identify the relative importance of various issues to prioritize work assignments at the Help Desk
3	Able to frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
3	Demonstrates leadership skills

Education and/or experience:

- Bachelor or Associate degree preferred
- Minimum of four years experience as a computer technician on Windows and Macintosh platforms or related work experience
- Knowledge of current desktop operating systems for both Windows and Macintosh
- Operating system and application software troubleshooting experience
- Experienced user of network file and print services
- Experienced user of desktop management, anti-virus, and desktop security software
- Professional certifications (Level 2 or Level 3)

HUMAN RESOURCES
GLENBROOK HIGH SCHOOLS
Job Description

Position title: Web Application Developer

Department: Technology

Reports to: Director of Technology

Essential job functions:

- 1) Create and maintain an intranet and internet web presence that represents the philosophy and culture of District #225
- 2) Develop and manage web applications/ web sites that support cross-platform, cross- browser and accessibility capabilities
- 3) Document all web development and maintenance work that is performed on the web servers and web applications
- 4) Remain current with all local, state and federal requirements that related to the implementation of web services in a school setting
- 5) Monitor web filtering logs
- 6) Review materials that are to be put on the web with the appropriate personnel in the school district
- 7) Update website content on a daily basis
- 8) Assist in planning a backup strategy for web servers and periodically test the integrity of backups
- 9) Identify software, network or hardware malfunctions and take appropriate action to insure data/system integrity
- 10) Protect intranet and internet hardware and software from security breeches and unethical electronic attacks
- 11) Maintain public DNS records for all district owned web sites

Must have knowledge of:

- 1) ASP.NET to create custom Sharepoint components and websites
- 2) Web design and development skills including XML,CSS, ASP and ASP.NET, SQL Server 2005, Sharepoint Designer, JavaScript, HTML, PHP
- 3) MS Office 2003 and 2007
- 4) Adobe Creative Suite Software
- 5) Graphic design skills
- 6) AUP requirements
- 7) User Directory Services and Security Configuration

HUMAN RESOURCES – NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225

JOB DESCRIPTION

Position Title: Web Application Programmer/Content Manager
Reports to: Web Technical Application Supervisor
Job Goal: Assist the Web Technical Application Supervisor in the areas of website maintenance/support and content production.

Qualifications/Background: Bachelor degree in Computer Science required. Bachelor degree in journalism or dedicated coursework in journalism preferred.

CRITICAL JOB FUNCTIONS:

- Works with Project Team Lead, Developers, Administrators and Building staff to coordinate all of the material and content on all public and internal District 225 web sites.
- Assures that the content on the website appropriately caters to the needs of target audience and follows all legal and copyright procedures.
- Provides daily maintenance and support of our web sites and content to assure that it is up to date.
- Provides content production and writing (i.e. produce text, images and multimedia for publication)
- Uses and Implements tools to analyze website usage statistics
- Sets up and maintains user permissions
- Initiates Quality Assurance testing on existing and new systems.
- Tests web sites in multiple browsers and platforms.
- Reports technical issues to management and development staff
- Looks for continuous improvement of web sites.
- Assists with the development staff and Systems Analysts with various tasks when needed
- Possess strong writing skills
- Possess a working knowledge of databases
- Execute other duties as assigned

Notes ... not part of the job description

QUALIFICATIONS:

1. Experience in Content Management and Content Management Systems such as Sharepoint
2. Functional knowledge of SharePoint, WSS, MOSS
3. Web page design, implementation and maintenance a plus
4. Proficient in working with HTML,Sharepoint, CSS, other aspects of development a big plus
5. Excellent organizational, analytical, problem-solving and interpersonal skills
6. Be able to pay close attention to detail and good time management skills
7. Working knowledge of website development tools, Photoshop or other image editors, and Microsoft Office programs
8. Knowledge of databases helpful.
9. Must have excellent written English skills
10. Journalism and writing background is preferred but not required

- *This may include learning how to perform database backups, work with web designs, assist developers with testing, etc.)*

**HUMAN RESOURCES
NORTHFIELD TOWNSHIP HIGH SCHOOL DISTRICT 225**

JOB DESCRIPTION

Position title: Web Coordinator (12 Months)

Department: Technology

Reports to: Director of Technology

Summary:

The Web Coordinator works closely with clients including the technology staff, the administrative staff, the community relations department and the teaching staff of Northfield Township High School District 225 to deliver a diverse web presence. The Web Coordinator should possess a combination of strong web application development skills and an expertise in dynamic web design and relational database design. The Web Coordinator has functional responsibility for designing, organizing, and managing the school district's presence, internal and external, on the World Wide Web. The Web Coordinator will work closely with the technology staff to interface various software systems with web access.

There are many responsibilities in the management of the website that could be contracted to outside vendors. To the extent that the Web Coordinator is knowledgeable in these areas, the position will be assigned as either Level 1 or Level 2. The Level 2 designation means that the Web Coordinator has extensive knowledge in technical management and security, and can perform tasks in-house instead of purchasing consulting services.

Level	Essential Job Functions and Responsibilities
1, 2	Answer or direct to the appropriate personnel all web feedback requests
1, 2	Convert materials provided by district staff members into a format that is appropriate for the web
1, 2	Coordinate with Instructional Technology Staff at each building to provide initial orientation and training to system users as required by any system implementation or change
1, 2	Create and maintain both an Intranet and Internet web presence that best represents the philosophy and culture of the district using the most appropriate web development tools or programming language(s)
1, 2	Demonstrate proficiency in use of both Macintosh and Windows computers
1, 2	Develop and manage web applications/sites that maintain cross-platform, cross browser and accessibility capabilities
1, 2	Document all web development and maintenance work that is performed on the web servers
1, 2	Provide support and information to the district to prevent and protect against liability incurred from students and staff members breaking acceptable code of conduct
1, 2	Remain current with all local, state and federal requirements that relate to the implementation of web services in a school setting and keep the Director of Technology and the district administration aware of those changes

Level	Essential Job Functions and Responsibilities
1, 2	Remain current with web technology and its application to web programming
1, 2	Follow and enforce all district policies and guidelines related to the Internet
1, 2	Monitor the web filtering logs and report any dangerous trends that need to be discussed with administrators
1, 2	Protect confidentiality and data integrity of Internet/Intranet clients including student and staff information
1, 2	Review materials that are to be put on the web with the appropriate personnel in the school district
1, 2	Serve as a liaison to any online subscription sites contracted by District 225
1, 2	Understand principles of graphic design and apply them to the website
1, 2	Update website content on daily basis
1, 2	Be on-call to post emergency information after hours
2	Assist in planning the backup strategy for web servers, and periodically test the integrity of backups
2	Maintain responsibility for the continued operation of web servers and services, including after hours emergencies and service calls on all Internet/Intranet hardware and software
2	Protect the Intranet and Internet hardware and software from security breeches and unethical electronic attacks
2	Provide consultation in maintaining the firewall
2	Provide technical consultation services to district technology employees regarding web issues
2	Assist in resolving web-enabled-database problems
2	Identify software, network, or hardware malfunctions and take appropriate action to insure data/system integrity
1, 2	Other duties as assigned by the Director of Technology

Supervisory responsibilities: None

Qualification requirements:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Exhibit good interpersonal relations
- Demonstrate excellent written communication and graphic design skills
- Demonstrate evidence of good judgment, trustworthiness, flexibility, and emotional maturity
- Be able to organize and lead discussions regarding website changes
- Handle confidential information discretely and professionally
- Exhibit the skills of critical thinker and problem solver

- Model flexible, logical, and reflective behavior
- Be able to adhere to timelines and deadlines, responding to needs for immediate website changes in special situations
- Frame problems and present solutions in a timely and decisive way, using multiple sources of information and data to make decisions
- Transfer abstract thinking into practical applications and understand the relative importance of various issues
- Demonstrate a commitment to aligning actions to achieve district and department goals

Education and/or experience:

- Bachelors Degree in education, technology, graphic arts, or related field
- Credible experience in web development software, including content engines
- Design experience for large web sites
- Experience in working as a team with technical employees, programmers, consultants, and end-users
- Experience in working with marketing, public relations, or journalism departments
- Course work, credible experience, or professional certification covering topics from the following areas:

Adobe Certifications

- o Flash MX 2004 Designer
- o Flash MX 2004 Developer
- o Dreamweaver 8 Developer

W3 Schools Certifications

- o HTML Developer
- o ASP Developer

Additional Requirements for Level 2 Web Coordinator:

- Credible experience in installing, configuring, and maintaining web servers
- Credible experience in web security issues
- Credible experience in E-commerce issues
- Experience in web-enabled database information