INFORMATION SYSTEMS TECHNOLOGY SPECIALIST
Job Description

Program: Tech Initiative
Reports To: SWREC Technology Director
Contract Period/Days: Dependent upon start date through June 30, 2023
Salary Schedule: Per IGA Funding up to $59,999 depending on experience and qualifications
Classification: Exempt
Duty Station: SWREC Deming

The Information Systems Technology Specialist will provide technology integration support for the Digital Learning Coach, students, and staff in schools and classrooms across districts in New Mexico. The Technology Specialist will provide a diverse set of supports including but not limited to: Network infrastructure, file server, firewall, switch, and end user device management. Will work to coordinate local efforts through consultation regarding technology related issues including new implementations, replacement efforts and best practices. Will coordinate with statewide call center, ticket system and live chat support to provide technology support as needed.

ESSENTIAL FUNCTIONS
1. Represents The Regional Educational Cooperative Association (RECA) and its programs and its member districts in a positive manner, interacting with the general public and colleagues.
2. Adheres to applicable federal and state law and local policies and regulations for public education entities, including but not limited to 6.60.9 NMAC (Code of Ethics) (for example, IDEA, Department of Health, Head Start Performance Standards, FERPA, HIPAA, NAEYC, Licensing, etc.).
3. Communicates positively and effectively with parents, children, colleagues, and other agency personnel while maintaining confidentiality regarding all facets of RECA programs in compliance with FERPA/HIPAA and other federal and state confidentiality regulations.
4. Attendance on a regular basis to ensure fulfillment of the employment contract.. Attendance at mandatory or program meetings and professional development is required.
5. Promptness is required including being present in the assigned work place at set times and on a daily basis in order to provide consistency and continuity of educational services. Promptness for mandatory or program meetings and professional development is required.
6. Proficient verbal communication skills and the ability to manage conflict in a civil, professional and courteous manner are required.
7. The ability to demonstrate flexibility in the performance of various job
8. Supports implementation of Innovations products on-site and in configuration of products.
9. Assists with technology-based instructional support in classroom settings in coordination with educational support staff (i.e., Reading Coach, Instructional Coach, Educational Services Program Manager, Professional Development Facilitator).
10. Responsible for providing support, guidance, and expertise in various Information Technology (IT) functions.
11. Demonstrates willingness to provide group and one-on-one training.
12. Requires an Information Technology (IT) Specialist to perform a variety of duties that involve knowledge of a wide variety of IT application, systems, and methods; ability to apply methods and practices for troubleshooting IT system issues to include issues such as network, database, and knowledge of IT system security regulations, policies and procedures.
13. Communicates effectively in both verbal and written format for effective interpersonal relations.
14. Assists as part of a larger team in developing project plans, scheduling, monitoring, and communicating project status.
15. Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
16. Communicates effectively and regularly with the Information Systems Tech Coordinator.
17. The Information Systems Technology Specialist will provide technology integration support for:
     ● The Digital Learning Coach,
     ● Students, and

- Staff in schools and classrooms across districts in New Mexico.
18. The Technology Specialist will provide a diverse set of supports including but not limited to:
- Network infrastructure,
- File server,
- Firewall,
- Switch, and
- End user device management.

QUALIFICATIONS
- Experience with Microsoft Server, Linux, VMware, Network Infrastructure, routers, security, cameras, firewalls, servers, switches preferred.
- Education and/or Information Technology certification(s) preferred.
- Must have excellent communication skills.
- Must be self-motivated to complete tasks/responsibilities with minimal supervision.
- Must be able to provide positive support and technical assistance to personnel.
- Must exercise initiative and judgment in performing a job.
- Must demonstrate strong written, verbal, and interpersonal skills.
- Must have a willingness to carry out assigned tasks and performance of responsibilities.
- Other qualifications determined necessary.

PERFORMANCE RESPONSIBILITIES/WORKER TRAITS
Provide a central point of contact for users to address questions, report problems, and submit requests related to computer hardware/software systems. Provide effective project management including detailed project plans, objectives, control methods, and coordination of regional efforts. Develop quality systems that are effective, efficient, and that satisfy user needs. Complete assigned tasks in a timely manner.

Working Environment
I. **SITTING TASKS**
   A. Sitting is a frequent requirement 34 - 66% of the time
II. **WALKING TASKS**
   A. Walking is an occasional but essential requirement up to 33% of the time
III. **STANDING TASKS**
   A. Standing is an occasional but essential requirement up to 33% of the time
IV. **SPRINTING/RUNNING**
   A. Sprinting/running is an occasional requirement
           Example: in case of emergency
V. **FLEXIBILITY**
   A. Bending or twisting at the neck is an occasional requirement up to 33% of the time
   B. Bending or twisting at the trunk is an occasional requirement up to 33% of the time
   C. Squatting/stooping/kneeling is an occasional but essential requirement up to 33% of the time
   D. Reaching above the head is an occasional but essential requirement up to 33% of the time
   E. Reaching forward is an occasional but essential requirement up to 33% of the time
   F. Repeating the same hand, arm, or finger motion many times is an occasional requirement up to 33% of the time
VI. **USE OF ARMS AND HANDS**
   A. Manual dexterity is a frequent requirement 34 - 66% of the time
   B. Finger dexterity is a frequent requirement 34 - 66& of the time
VII. **LIFTING 10 - 25 POUNDS**
   A. Lifting 10 - 25 pounds is an occasional but essential requirement
   B. Lifting above the shoulders is a rare requirement
   C. Lifting above the waist is an occasional but essential requirement
   D. Lifting above the knees is a frequent requirement
VIII. **LIFTING 26 - 50 POUNDS**
   A. Lifting 26 - 50 pounds is an occasional requirement up to 33% of the time
   B. Lifting items above the shoulders is a rare requirement
   C. Lifting items above the waist is an occasional but essential requirement
   D. Lifting items above the knees is a frequent requirement

IX.   LIFTING 50 - 75 POUNDS
  A. Lifting over 50 pounds is not a requirement
X.   PUSHING AND PULLING
  A. Pushing and pulling 75 pounds and over is not a requirement
  B. Pushing and pulling 50 - 75 pounds is an occasional requirement
  C. Pushing and pulling 25 - 50 pounds is an occasional requirement
XI.   CARRYING TASKS
  A. Vision
      1. Being able to see at a distance is a frequent requirement
      2. Being able to see closely is a continuous requirement
      3. Being able to differentiate colors is a continuous requirement
      4. Having depth perception is a frequent requirement
  B. Hearing
      1. Being able to hear in a quiet environment is a frequent requirement
      2. Being able to hear in a noisy environment is an occasional but essential requirement
      3. Being able to locate noise is an occasional requirement
      4. Being able to differentiate noise is a frequent requirement
  C. Speech/Communication
      1. Communicating through written and spoken language is a continuous requirement
XIII.   USE OF PROTECTIVE EQUIPMENT
          A.   None

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