



Reports to: Director of Technology Services
School/Department: Technology Services
Pay Grade: 226 Days
Wage/hour status: Exempt
Created/revised: 1-6-2013

Primary Purpose:

Assist in the planning, coordination and management of the 1:1 mobile device program as well as all school-owned mobile devices. Provide technology support to staff and students as needed.

Qualifications:

Education/Certification:

- Associates Degree and minimum three years in technology support, Bachelor's Degree preferred.

Special Knowledge/Skills:

- Professional level written and oral communication skills.
- Strong analytical and problem solving skills.
- The ability to manage multiple projects, time management skills, and exercise independent judgment.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with minimum supervision.
- Good attendance and reliability.
- Energetic, outgoing and positive personality.

Experience:

- Working knowledge of computers and software used in education environment.
- Working knowledge of mobile devices and apps.
- Excellent customer service and service-minded attitude.
- Knowledge of Mobile Device Management solutions (MobileIron, AirWatch, etc.) preferred.

Major Responsibilities and Duties:

List Major Area of Responsibility

1. Coordinate orderly distribution of mobile devices to students.
2. Provide front-line support of mobile devices and related software to staff and students, both in-person and remotely via telephone and email.



3. Manage repairs and maintenance of school owned iPad carts.
4. Deploy and track mobile device assets including iPads, synching/storage carts and charging stations.
5. Assist in the process of app vetting and purchasing.
6. Provide training to staff, students and parents on iPad usage.
7. Work closely with other Technology Services staff to ensure all systems are operating effectively.
8. Assist with modifying and updating technical documentation, training documents, and reference guides.
9. Secondary duties will include assisting technology specialists in completing technology work orders/tickets. Including but not limited to troubleshooting pcs, printers and VoIP phones. Also, assisting in software installations and basic network support.
10. Take the initiative to develop professional skills appropriate to job assignments.
11. Demonstrate behavior that is professional, ethical, and responsible.

Policy, Reports, and Law

1. Adhere to district Acceptable Use /Policy/Guidelines.

Budget

1. This position has no direct budget responsibilities.

Other

1. Adhere to ethical practices expected of those entrusted with maintaining technology duties.
2. Other duties as assigned.

Supervisory Responsibility

This position has no direct supervisory responsibilities.

Mental Demands/Physical Demands/Environmental Factors

Ability to communicate effectively (verbal and written); ability to instruct; maintain emotional control under stress.

Frequent district-wide travel

Occasional prolonged and irregular work hours

Occasional travel outside of school district boundaries

Workload is deadline driven



LINDALE INDEPENDENT SCHOOL DISTRICT
Job Description

**Mobile Solutions
Specialist**

Technology Services

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Prolonged use of equipment and computers
Noisy environment
Requires performing tasks mostly standing, some walking, bending, stooping and sitting
Lifting up to 40 lbs.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____ Date _____

Reviewed by _____ Date _____