**JOB DESCRIPTION**

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| **Job Title:**  Learning Technology Services Specialist | **Department:**  Learning Technology Services |
| **Reports To:**  Supervisor of Learning Technology Services | **Division:**  CUPE |
| **Date of last review:** | **Revised by:** |

**SUMMARY**

Reporting to the Supervisor of Learning Technology Services, the Learning Technology Services Technology Specialists are responsible for development, integration, operations and maintenance of all the networking and mobile technologies as well as providing assistance to SATs. The Specialists will participate in the design phase and provide input into the future direction of the network, mobile and classroom management software and management, analyze problems and drive solution during testing and post-implementation and provide strong troubleshooting and implantation skills. The Specialists acts as a consultative partner, providing subject matter expertise, analysis and advice to internal and external stakeholders, service providers and regulatory bodies, enabling ALCDSB to efficiently deliver highly available on-line products and service to our schools.

**QUALIFICATIONS**

* Post-Secondary College education in Engineering, Computer Science, Information Systems, or related scientific or technical discipline;
* CCNA, CCNP or CCIE Cisco certification preferred;
* MCSE certification preferred;
* 4-5 years’ related experience in an IT environment
* ITIL Foundations and strong understanding of the ITIL framework and principals considered an asset;
* Extensive experience in implementing routing and switching technologies and protocols (i.e. OSPF, BGP, Spanning Tree);
* Extensive experience in software implementations and web based applications
* Thorough understanding of network security (i.e. ACLs, Firewalls, VPNs, Intrusion Detection Systems and Intrusion Prevention Systems);
* Thorough understanding of WAN infrastructure (i.e. Proxies, Load Balancers, Optimizers);
* Troubleshooting and Performance Analysis (i.e. WireShark, Solarwinds);
* Excellent time management, organizational and multi-tasking skills to manage multiple concurrent objectives, projects, group or activities;
* Excellent problem solving and analytical thinking/innovation;
* Excellent customer service, communication and interpersonal skills;
* Excellent written and verbal communication skills;
* Ability to develop and maintain good working relationships with vendors and contractors;
* Demonstrate experience in business and process analysis and improvement;
* Must possess a valid driver’s license and have access to a vehicle in order to travel and provide service throughout the district

**KEY DUTIES & RESPONSIBILITIES**

1. Researches, develops and integrates new classroom technologies into the LT infrastructure.
2. Analyzes performance trends, recognizes opportunities and proactively implements upgrades and enhancements.
3. Analyses and resolves chronic network/software problems and works with network/software vendors and other staff to effect problem resolution in a timely manner, escalating where necessary.
4. Leads installation and upgrades of network devices and systems into facilities, classroom based software solutions and mobile management software solutions across the Board, while meeting the build standards and guidelines set forth by the Learning Technology Services.
5. Designs a repeatable process for installation, security and configuration that allows simple operational process for support.
6. Within a cross-divisional team, contributes to the design and development of the Enterprise Architecture roadmap and ensures compliance with industry standards
7. Ensures compliance with all information security policies and standards by performing regular audits and ensures software licenses, patches, firmware and security updates are applied and fraud detection systems and processes are maintained.
8. Builds strategic relationships with other Board peers to facilitate information exchange and partnering.
9. Develops, implements and maintains policies, procedures and standards pertaining to network requirements
10. Performs other job-related duties as required

**CORE COMPETENCIES**

***Communication***

Shares and receives information and ideas in a variety of ways and adapts to the needs of the audience to ensure the message is understood.

***Innovation***

Creates, develops and implements new processes or services with the aim of improving the learning community for all.

***Interpersonal Relations***

Displays characteristics and personal attributes that enhance communication and interactions. Establishes and maintains harmonious professional relationships by demonstrating respect and sensitivity to all.

***Leadership***

Motivates groups of people, while maximizing the efforts of others to achieve a common goal.

***Planning and Organization***

Plans, organizes and coordinates time, resources and tools to meet established goals.

***Professional Integrity***

Models strong ethical or moral principles and follows them at all times, regardless of who is present.

***System Thinking***

Sees, acknowledges and contributes to the shared mission and vision of the Board. Approaches all work done within ALCDSB as being part of a larger system that is inter-related with strategic plans. Understands that work done in one part of ALCDSB impacts a variety of groups inside and outside of the Board.

**ORGANIZATIONAL RELATIONSHIP**

Work Assignments Received From:

* Supervisor of Learning Technology Services
* Manager of Learning Technology Services

Positions Supervised: None

**ACKNOWLEDGEMENT/ACCEPTANCE**

By signing this document, I acknowledge that I have read, understand and accept the requirements, essential functions and duties outlined in this job description.

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| **Employee Signature** |  | **Date** |