

# Information Technology Specialist

---

## *Charter School Administrative Office*

### **I. IDENTIFYING INFORMATION**

- A. Board of Education
- B. Charter School Review Panel
- C. Charter Schools Administrative Office

### **II. INTRODUCTION**

- A. The Charter School Administrative Office (CSAO) is attached to the Department of Education (DOE) for administrative purposes only in accordance to HRS 302B. The office is headed by an Executive Director appointed by the Charter School Review Panel (CSRP) who is responsible for the internal organization, operation, and management of the charter schools.
- B. The primary function of this position is to provide CSAO office support and to provide supplemental IT support to the Hawaii public charter schools.

### **III. MAJOR DUTIES AND RESPONSIBILITIES**

- A. Systems Administration and Operations 40%
  - 1. Installs new software releases, system upgrades, evaluates and installs patches and resolves hardware and software related problems.
  - 2. Performs system backups and recovery.
  - 3. Maintains data files and monitors system configuration to ensure data integrity.
  - 4. Routinely monitors logs and management tools to ensure server availability.
  - 5. Supports and maintains user account information including rights, security and systems groups.
  - 6. Serves as the primary contact for multiple sites, and various products and applications.
  - 7. Create and/or test new images for valid configuration and operation.

Deputy to the Executive Director  
Charter Schools Administrative Office

8. Determines products or services that best fit customer needs and makes recommendations to Senior Administrator and/or Director if Network Operations.

9. SysAdmin duties for all Linux & Windows Servers currently in operation.

B. Troubleshooting 20%

1. Identifies, analyzes, and repairs product failures, and orders and replaces parts as needed.

2. Responds to tier one, two, and three Helpdesk trouble tickets.

3. Coordinates activities with Help desk.

C. IT Support and Assistance 20%

1. Provide technical assistance and training to users.

2. Mentors staff to enhance overall effectiveness of the IT Department when necessary.

D. Supervisory Duties 10%

1. Lead and direct the work of others when necessary.

2. Serves as a project lead/coordinator from time to time.

E. Performs other related duties as assigned. 10%

#### IV. CONTROLS EXERCISED OVER THEWORK

A. Supervisor

1. The position is under the general supervision of the CSAO Chief Information Officer.

B. Nature of Supervisory Control Exercised over the Work

1. Instructions Provided

i. Instructions are limited to general guidance and direction to specify priorities and the results expected. The employee is required to plan and carry out the necessary work activities independently.

2. Assistance Provided

Deputy to the Executive Director  
Charter Schools Administrative Office

- i. The employee takes care of all aspects of the work independently, but is expected to inform the supervisor when unforeseen events or circumstances require significant changes such as changing priorities, the need for assistance from others, etc.

3. Review of Work

- i. The supervisor checks all work in progress periodically to be sure that it is progressing satisfactorily and that the correct methods and procedures are being followed.

C. Nature of Available Guidelines Controlling the Work:

- 1. Policy and Procedural Guides Available
- 2. Hawaii Revised Statutes
- 3. BOE Policies
- 4. Internal Policies and Procedures

D. Use of Guidelines

- 1. Procedural guides cover some technical aspects of work. Other policies and procedures may be expected to be drafted and/or revised upon hire.

## V. POSITION DETAILS & DISTINGUISHING CHARACTERISTICS

- A. Full-time, civil service exempt position employed by the State of Hawaii.

## VI. MINIMUM QUALIFICATIONS

- A. Education: Four (4) year Bachelor's degree in computing, engineering, or mathematics-related field, or equivalent employment experience.
- B. Knowledge of:
  - 1. Microsoft Active Director, MS SQL, Windows Server 2003 & 2008 is required;
  - 2. Administering MySQL is required;
  - 3. Industry standard concepts, practices, and procedures is required;
  - 4. LAN and WAN network architecture is required (general understanding);
  - 5. Network security management is required (general understanding);

Deputy to the Executive Director  
Charter Schools Administrative Office

6. Administering a Microsoft Exchange Server helpful;
7. Network Infrastructure (Plan, Design, Implement) Managed Switching, VLANs, VPN, and WiFi technologies helpful (general understanding)

C. Skills and Abilities:

1. Relies on instructions and pre-established guidelines to perform the functions of the job.
2. Ability to quickly distinguish between hardware and software problems.
3. Ability to deduce when a problem should be escalated to other IT staff for resolution.
4. Ability to instruct users in use of equipment, software, and online help resources.
5. Ability to respond to client inquiries concerning systems operation.
6. Strong oral and written communications skills.
7. Strong people and customer service skills.

D. Experience:

1. 1 to 2 years of direct hands-on server administration experience is required.
2. Experience with Linux OS, Servers, PHP, Apache, Apache2, Tomcat, and Helios.
3. Applicable Certifications preferred but not required (i.e. MCSE, Cisco, LPI, MySQL, PHP, etc.).

## VII. TOOLS, EQUIPMENT & MACHINES

- A. General knowledge and abilities to use computers, printer, fax, photo copying machines, and other related office equipment.