

PARSIPPANY-TROY HILLS TOWNSHIP SCHOOLS

JOB DESCRIPTION

TITLE: TECHNICAL SERVICES ANALYST

REPORTS TO: Manager of Technical Services and Assistant Superintendent/CAO

QUALIFICATIONS: Knowledge of various technologies deployed throughout the organization including Mac, Windows, iOS and Chrome OS
High level of IT literacy and the ability to trouble-shoot rudimentary technical problems
Database management experience skills as well as advanced knowledge of Excel
Experience with the creation and execution of various scripting technologies
Demonstrates professionalism by being courteous, responsive, and by treating others respectfully and using mature judgment when deciding what and how to communicate
Willingly acts as a resource to the entire department and cooperates with other department members to accomplish work
Ability to learn and apply new technologies as required
Must be self-motivated with the ability to work independently.
Must be able to communicate effectively orally and in writing.
Should have experience in a school setting.
Required criminal background check and proof of US citizenship or legal resident alien status.
Pass the state required Mantoux Intradermal Tuberculin Test as required by N.J.A.C. 6:3-4A.4.

JOB GOAL:

The Technical Services Analyst will maintain database systems supporting instruction, as well as maintain effective communications with end users. This person will assist in ensuring data integrity for critical systems, and provide accurate reporting.

PERFORMANCE RESPONSIBILITIES:

1. Learns, maintains, implements and troubleshoots a variety of district software packages/applications.
2. Performs account administration duties including uploads, moves, adds, changes, name changes, password resets, etc. for user databases such as Active Directory, Google Apps for Education, online curriculum, and voice systems.
3. Uses knowledge of Excel to analyze data, prepare reports and file uploads for software applications.

4. Maintains technical knowledge base for end users.
5. Maintains communications with district staff through online portal.
6. Maintains asset list including entering all new equipment.
7. Provides regular and timely status reports and progress of assigned work to Manager of Technical Services.
8. Works cooperatively with others and accepts direction from supervisors.
9. Participates in professional development and technical training as necessary to maintain and upgrade skills.
10. Performs such other duties that may be assigned.

Board Approved: April 30, 2015