



POSITION TITLE: Technology Specialist

DATE: March 15, 2021

CATEGORY: Certificated

REPORTS TO: Director or Manager

Professional Salaried Position with Benefits (100%) BASIC

BASIC FUNCTIONS AND RESPONSIBILITIES

- Provide information about online testing (CASAS eTests®) and TOPSpro® Enterprise accountability software via phone, email, and web conferencing.
 - Individual interacts with a broad range of clients, so must have strong communication skills and the ability to interact with clients using non-technical terms for those new to CASAS systems.
 - Manage implementation of CASAS software and work closely with the CASAS GoLive team and Ordering Department.
 - Serve as member of state outreach and customer care teams to improve customer service procedures and work with state education leaders in implementing the CASAS system.
 - Interact with clients regarding CASAS software pricing and follow up with agencies who are behind in annual support payments for TOPSpro Enterprise license and test units.
- Provide tier 2 Technical support:
 - Go-to expert for network troubleshooting, Chromebook, iPad, secure browser on Windows
 - Ensure software quality control and data security
 - Support software testing and interface with the software development team to ensure that customer issues are resolved in a timely manner
 - Develop technical documents related to CASAS software
 - Assist in writing and reviewing software support training documents
 - Manage Bug tracker, HelpDesk/CRM tools (Teamwork)
 - Set up agency accounts in CORE database and TOPSpro Enterprise
 - Provide login credentials and manage user access
 - Coordinate CASAS technical support team activities, monitor email responses and provide training to the team.
 - During critical times, fill in as a regular technical support to provide email and phone support to clients.
- Write queries to build reports and manage data for CRM software, managing relational data models, and maintaining/restoring backups.
- Support CASAS website content management and online ordering
- Support Network Manager with IT/Network related projects.
- Other duties as assigned to contribute to the overall effectiveness of the organization.

MINIMUM QUALIFICATION REQUIREMENTS

EDUCATION

Bachelor's degree in Computer Science desired but not required. Undergraduate courses related to Computer Science (programming, IT networking) is required.

EXPERIENCE and ABILITIES

- Minimum of four years' experience providing technical support troubleshooting computer hardware-software issues.
- Thorough understanding of: IP Networking, Virtual LAN configurations Active Directory, DNS, TCP/IP, IIS, SSL, SMTP, DHCP, VOIP.



- Knowledge of Operating Systems, Microsoft .NET, SQL server and CISCO products: Routers, Switches, Firewall, and IDS / IPS, cloud services (Amazon Web Services).
- Knowledge of Web standards e.g., HTML4, HTML5, XHTML, CSS2, CSS3), web protocols (e.g., HTTP(S), SMTP, SOAP), Web accessibility guidelines.
- Hands-on experience on installing, configuring and managing wide-variety of Microsoft network products, Bug tracker and HelpDesk/CRM tools.
- Experience with SQL Server and hosting applications on Windows Server/IIS.
- Experience with terminals and scripting languages such as Python, Ruby, or Javascript used for common admin tasks.
- Proficient in Microsoft Office suite.
- Excellent oral communication and writing skills.
- Attention to detail to ensure accurate client support.
- Able to prioritize tasks, work on multiple projects, meet deadlines.
- Able to work with minimal supervision.

PHYSICAL REQUIREMENTS

The physical demands are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the employee to regularly stand, walk, sit and talk or hear. The Technology Specialist must be capable of writing, using a computer keyboard, telephone and related office equipment. Ability to lift up to 10 lbs.

ENVIRONMENTAL CONDITIONS

Within the facility, normal office conditions with a well-lighted work area and excellent ventilation. Minor noise from standard office equipment. Some travel required.

Salary is commensurate with experience. Submit resume to Debalina Ganguli (dganguli@casas.org)

The above statements reflect the general duties/responsibilities necessary to identify the type and level of the position and are not intended to set forth all of the specific requirements of the position. CASAS is an at will employer and as such reserves the right to revise or change job duties and responsibilities as the need arises and the employee/employer relationship may be terminated by either party at any time with or without cause. This position summary does not constitute a written or implied contract of employment.