

JOB DESCRIPTION

MIAMI-DADE COUNTY PUBLIC SCHOOLS

CLASS TITLE: Information Technology Liaison Salary Schedule: AO/COJob Cod

DEPARTMENT: Information Technology Services-

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BASIC OBJECTIVES

Performs a wide variety of duties that will disseminate information technology services to school instructional and administrative personnel. Functions include facilitation of software training, internet support and development, server administration and maintenance, network support and development and all support issues under the direction of the immediate supervisor.

EXAMPLE OF DUTIES

1. Provides support for hardware, software, security, web-based infrastructure, district-wide network and data management.
2. Researches and plans for improving district wide web-based applications and services to ensure the district uses cost-effective methods for information systems and services.
3. Establishes strategies to coordinate the information needs for the on-going maintenance and enhancements of the M-DCPS district website that meet the overall needs of the district.
4. Responds to client correspondences, complaints and inquiries in regards to providing technical support and guidance.
5. Facilitates the dissemination of information to direct district employees, parents and general public to the appropriate departments.
6. Develops and implements support tools for district based applications including user guides, web-based help training materials and trouble shooting guides.
7. Designs curricula and administers assessment instruments to determine the effectiveness of training.

8. Conducts training sessions, workshops and seminars for school and administrative office personnel in the use of the Internet, e-mail, mainframe and personal computer systems.
9. Manages the acquisition, storage, retrieval, distribution and general use of data to assist the district in meeting its comprehensive goals and objectives.
10. Performs other duties as assigned by the immediate supervisor.

PHYSICAL REQUIREMENTS

This work requires the following physical activities: reaching, standing, sitting, lifting, finger dexterity, grasping, feeling, repetitive motions, talking, hearing and visual acuity. The work is performed indoors and outdoors.

MINIMUM QUALIFICATIONS

1. Bachelor's degree from an accredited college in a related area of computer science or information technology; or a bachelor's degree in another area with significant experience in the field.
2. A minimum of three years of experience in a technical field or technical training position.
3. Knowledge of major trends and requirements in Internet related technologies.
4. Knowledge of and experience with in-service training.
5. Ability to interface with personnel at all levels of the school system.
6. Ability to communicate effectively in both oral and written forms.

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