

Job Description

Job Title: Technology Infrastructure Specialist I

Job Classification: Non-Exempt

Supervisor: Coordinator of Technology Infrastructure

Pay Grade: 30

Contract Length: 245 Days

Job Summary

Under the direction of the Coordinator of Technology Infrastructure, performs routine work. Work involves assisting team members with the servicing and repairing of facility fire notification and intrusion detection systems to include preventative maintenance and component replacement. Work requires providing professional customer service to staff and students. The work is dispatched from the help desk.

Essential Duties

1. Assist with installations, configurations, repairs, maintenance and upgrades on all public address/intercom, master clock, fire notification, intrusion, CCTV, door access systems, and other system related components/equipment.
2. Assist with installing projectors and SMART interactive white boards.
3. Assists with the performance of annual fire notification system inspections and verifies system operation in accordance with all local fire codes.
4. Utilizes appropriate safety equipment and practices in the performance of duties.
5. Tracks all work performed in the help desk work order system.
6. Travels to and from school /work sites in the performance of duties.
7. Conforms to all departmental procedures and policies.
8. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Performs any other related duties as assigned by the Coordinator of Technology Infrastructure, or other appropriate administrators.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

- Must possess a High School diploma.
- Must be able to demonstrate entry-level experience on facility fire notification, intrusion, CCTV, and door access systems.
- Must possess entry-level skills and the ability to read facility drawings and schematics.
- Must possess entry-level skills in the use of the instruments and tools of the trade.
- Must possess sound communication, customer service and professional skills.
- Must possess the ability to interpret and apply complex technical manuals and reference materials.
- Must possess the ability to maintain effective working relationships with departmental peers, departmental technicians and specialists, and all customers served.
- Must possess a valid VA Driver's License with an acceptable driving record.

Working Conditions & Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: None

Supervision Received: Coordinator Technology Infrastructure

This job description in no way states or implies that these are the only duties to be performed by this employee. The Technology Infrastructure Specialist II will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 08/2025