

## **TECHNICAL FIELD LIAISON**

**Work Year:** 12 Month position  
**FLSA Status:** Non-Exempt  
**Responsible to:** Chief Technology Officer and OME-RESA Executive Director

### **Job Objectives:**

Provide direct support to contracted customers regarding all OME-RESA and entity technical services.

Provide expertise in the support of OME-RESA technical services.

Keep the Executive Director and Chief Technology Officer informed of current activities and emerging issues.

### **Qualifications:**

- Minimum of an Associate's Degree or High School Diploma with appropriate experience in an area deemed appropriate by the OME-RESA Board of Directors
- Previous technical support or customer support experience desired
- 1 to 2 years of information technology experience desired
- Experience using Microsoft Operating Systems and productivity applications is desired
- Demonstrated ability to manage multiple tasks and priorities
- Excellent oral and written communications skills
- Excellent interpersonal communications and human relations skills
- Demonstrated ability to use technology to communicate
- A high level of professional integrity
- Strong analytical and organizational skills
- Documented evidence of a clear criminal record
- Meets all mandated health requirements (e.g., a negative tuberculosis test, etc.)

**Essential Duties and Responsibilities:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties. Other duties may be assigned.*

- Assists in training, guiding, and assisting user personnel in the operation of new or modified computer software and hardware
- Monitor assigned network operations and help resolve problems
- Performs routine error logging and reporting
- Protects files and outputs against loss
- Prepares documentation for users
- Assists in maintaining an inventory of network components

- Provide training and guidance to staff according to their needs and duties
- Accept responsibility for decisions and serve as a positive role model
- Attain expertise in applications for which given primary responsibility
- Develop programs/reports using available tools
- Provide training opportunities and communicate with consortium members to ensure that OME-RESA services are fully and successfully utilized
- Maintain open communication and a cooperative relationship with related external agencies and organizations
- Interact with school districts and state teams to ensure that their technical plans interface appropriately with the technical environment of OME-RESA and assigned entity
- Investigate, implement, and support new technologies
- Meet internal and external Continuing Education Unit (CEU)/staff development requirements to remain current with advances in information technology and organizational administration
- Set a professional image for the OME-RESA through the use of interpersonal skills, including but not limited to: courteous manners, a positive attitude, and a cooperative demeanor
- Organize tasks and manage time effectively
- Maintain the confidentiality of privileged information
- Maintain an acceptable attendance record and be punctual
- Uphold board policies and follow administrative procedures
- Develop and implement procedures and utilities that ensure adequate and secure data processing operations (e.g., data backup, restoration, storage, etc.)
- Maintain proper control by planning, organizing, and coordinating all activities pertinent to proper operation of the Technical Services department
- Facilitate planning and communication within and among OME-RESA staff, keeping them informed of the projects and services of the department, and seeking their input as to the ever-changing needs of the department
- Maintain a positive and cordial relationship with OME-RESA staff, owner-customers, and the general public
- Exercise a leadership role in the improvement of services provided
- Identify opportunities for growth and expansion of OME-RESA services
- Employ independent judgment, initiative, and decision-making skills
- Use hardware and software tools to perform needed tasks
- Perform other specific job-related duties as directed by the Chief Technology Officer and Executive Director

Language Skills: *Read, analyze, and interpret common scientific and technical journals, financial reports, legal documents, and technical software documentation. Respond to common inquiries or complaints from staff members and clients, regulatory agencies, or members of the business community. Write reports and procedure manuals. Effectively present information to OME-RESA management staff,*

*Board of Directors, user entities and public groups. Communicate clearly and concisely both orally and in writing.*

Reasoning Ability: *Define problems, collect data, establish facts, and draw valid conclusions. Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.*

Working Conditions: *Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.*

- Potential for exposure to blood borne pathogens and communicable diseases
- Potential for interaction with disruptive and/or unruly individuals
- Exposure to adverse weather conditions and seasonal temperature extremes
- Use of personal vehicle for travel purposes may be required
- Duties may require riding in a vehicle
- Duties may require driving a business supplied vehicle
- Duties may require prolonged use of a computer keyboard and monitor
- Duties may require working under time constraints to meet deadlines
- Duties may require working during the evening and/or weekend
- Potential for frequent work near moving mechanical parts
- Potential for exposure to fumes or airborne particles
- Risk of electrical shock
- The noise level in the work environment is moderate to occasionally loud

Physical Demands: *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 accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, stand, walk, and use hands to finger, handle or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms, talk, or hear and will frequently repeat the same hand, arm, or finger motion such as typing. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl, taste and smell. Employee will regularly interact with clients and other staff members both in person and on the telephone. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. The employee may occasionally be expected to move and/or lift 100 pounds or more but may obtain assistance or use equipment and carts to facilitate these tasks. Specific vision abilities demanded by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

DISCLAIMER:

The Ohio Mid-Eastern Regional Education Service Agency (OME-RESA) is an equal opportunity employer offering employment without regard to race, color, religion, sex, national origin, age, or disability. This job description summary does not imply that these are the only duties to be performed and the OME-RESA reserves the right to revise or change job duties and responsibilities as the need arises. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.

The job description does not constitute a written or implied employment contract.