

LETTER OF AGREEMENT
BETWEEN
DEARBORN FEDERATION OF SCHOOL EMPLOYEES
AND DEARBORN BOARD OF EDUCATION

TECHNOLOGY SUPPORT ANALYST- 2020-21

The Dearborn Board of Education (hereinafter referred to as the Board), and the Dearborn Federation of School Employees (hereinafter referred to as the DFSE), whereas the above mentioned parties agree as follows:

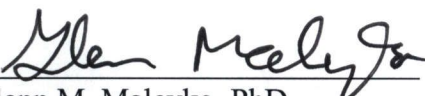
Due to the increased need for support in technology that includes parents, students at home, and other adults supporting student learning, cross-training is now more crucial than ever which will allow the Technology Department to be better prepared in providing support where necessary. In order to address these needs, a Technology Support Analyst position will be created.

The responsibilities of this new position (Technology Support Analyst) will be a combination of the current responsibilities of both the Building Tech (Media Tech Specialist) and Help Desk (Computer Tech Specialist) positions (the new job description is attached). All current Media Tech Specialists **working in the Technology Department only**; and, the Help Desk and Warehouse Computer Tech Specialists, who also work in the Technology Department, will be reclassified to the newly created classification Technology Support Analyst. All employees reclassified by this Letter of Agreement will retain their current seniority and unit seniority in their new classification of Technology Support Analyst and ranked according to current contract language. Two additional positions will also be added to this new classification. The wage schedule of the Technology Support Analyst will match the current wage schedule of the Computer Technician Specialist.

The three (3) employees in the Media Tech Specialist classification who are currently either on step 3 or below, will move up two (2) steps on the wage schedule and the first two steps in the wage schedule of this new classification will be eliminated. The wage schedule will now start on step 3. The Computer Technician Specialist employee who is currently an 11-month employee will be reclassified to a 12-month Technology Support Analyst. The additional cost for these employees will be approximately \$7,040 for the 2020-21 school year since the change will be effective January 17, 2021. The cost for the additional two positions will be around \$80, 496 (not prorated as date of hire is unknown yet).

The new salary schedule will start effective January 17, 2021. This letter of agreement is effective through the 2018-23 contract.

For the Board of Education
of the School District of the City of Dearborn



Glenn M. Maleyko, PhD.

Dearborn Public Schools

1-21-21
Date

For the Dearborn Federation of School
Employees



Alfredo Lerini, President, DFSE

1-22-21
Date

**DEARBORN PUBLIC SCHOOLS
PROFESSIONAL STAFF POSITIONS**

TITLE: Technology Support Analyst

- QUALIFICATIONS:
1. Two-year accredited college degree with technical school computer courses is desirable (or comparable) including but not limited to hardware engineering, application support, and operating systems, i.e., Linux, Windows, Mac OS, Windows, etc.
 2. Must have a working knowledge of word processing, page layout, spreadsheets, database concepts, operating systems, data files, email, and browsers.
 3. Experience with hardware components of personal computers (both Macintosh and P.C.) and associated peripherals.
 4. Experience in installation, maintenance, repair, or upgrading and troubleshooting of audio/visual/computer equipment and peripherals.
 5. Hold a valid driver's license.
 6. Ability to lift personal computers and printers.
 7. Good oral, written, and interpersonal communication skills.
 8. Ability to adapt and learn new technologies.

PERFORMANCE
RESPONSIBILITIES:

1. *Work closely with the technical support team.
2. *Support the district help desk for all computer-related technical questions. Help support users in the creation and maintenance of applications pertaining to Word Processing, Spreadsheets, Database, Network communications, e-mail, Web Services, etc.
3. * Provide excellent customer service in person and over the phone.
4. * Verbally answer technical questions over the telephone.
5. *Support parents, students, employees, and the community with technical questions and support via the phone or other communication methods.
6. *Maintain, repair, and upgrade computer equipment, peripherals, and software district-wide.
7. *Maintain good public relations with building staff through prompt services,

personal tact, and courtesy, and assistance with problems.

8. *Perform on-site installations of computer hardware/software applications.
9. *Follow through on repairs of incoming equipment and keep appropriate records on each item.
10. *Help monitor network security requirements and assign proper security clearance to users.
11. Help to maintain expertise in the operation of computer equipment in the School buildings (teacher/student workstations, computer labs).
12. Assist in the development/updating of network-based applications.
13. Advise the Director of Technology on the testing and purchase of appropriate computer and peripheral equipment.
14. Perform other related duties as assigned.

TERMS OF
EMPLOYMENT:

12 Months - DFSE Salary Schedule

EVALUATION:

Annually

*indicates essential functions of the job