

Kansas School for the Deaf

TO ENSURE THAT EACH STUDENT WE SERVE REACHES THEIR FULL POTENTIAL IN AN ACCESSIBLE, LANGUAGE-RICH SETTING, EMPOWERING THEM TO ACHIEVE PERSONAL SUCCESS AND BECOME RESPONSIBLE, PRODUCTIVE CITIZENS.



**** JOB OPENING ANNOUNCEMENT ****

POSITION TITLE:	Information Systems Specialist
SALARY:	Up to \$48.00 an hour. Excellent benefits.
EMPLOYMENT DATE:	Open Until Filled.
SCHEDULE:	Monday - Friday, 7:30 am - 4:00 pm; this position may require attendance at special events outside of regular working hours.

JOB DESCRIPTION: (Detailed Position Description provided upon request)

The Information Systems Specialist is responsible for delivering high-quality support for end-user technology needs across both the Kansas School for the Deaf and the Kansas State School for the Blind, in support of their missions to educate students. This role focuses on troubleshooting and resolving issues related to software applications, desktop environments, and other user-facing technologies. By collaborating closely with the Information Services Team, the Information Systems Specialist enhances overall user satisfaction and ensures that end-user support initiatives are effectively aligned with the agency's goals. The role is funded proportionate to the in-person duties required by each agency (80%/20%).

- Provide direct support to end-users by troubleshooting and resolving hardware and software issues, addressing a broad range of inquiries and support requests to ensure minimal disruption to their workflow. This includes responding to end-user requests for support, managing user accounts, and providing guidance on software applications.
- Assist in developing user documentation and training materials to empower users in effectively utilizing technology resources.
- Document all support activities in the service desk management system to maintain accurate records of user interactions and ensure continuity of service.
- Work closely with the Network Specialist to resolve issues that impact both infrastructure and end-user experiences, fostering a cohesive IT environment.
- Serve as a secondary escalation point for technical issues that require specialized knowledge or expertise in end-user systems and user experience.
- Implement and maintain the installation, configuration, and operation of systems components, ensuring high availability and performance.
- Continuously monitor systems performance, identifying areas for improvement and implementing optimizations to enhance efficiency.
- Carry out and enforce systems-related policies and procedures, ensuring compliance with state regulations and industry best practices.



- Implement and maintain security measures for systems, including content filters, software updates, anti-malware protections, and account management. Conduct regular audits and address vulnerabilities proactively.
- Engage in ongoing professional development opportunities, including training sessions, certifications, and industry conferences to enhance technical skills and knowledge.
- Actively share acquired knowledge with team members through cross-training sessions and collaborative learning initiatives, fostering a culture of continuous improvement and collective expertise.

MINIMUM REQUIREMENTS:

- Advanced knowledge of enterprise Information Technology systems, network architecture, security protocols, and infrastructure management.
- Ability to accurately identify technical components by shape, size, and color.
- Ability to manipulate objects with a high degree of precision, within 1mm.
- Ability to solve complex technical and operational problems, often under pressure.
- Strong written and verbal communication skills, with an ability to explain technical issues to non-technical stakeholders.
- Ability to touch-type at a speed of no less than 30 words per minute.
- Establish and maintain effective and harmonious working relationships.
- Represent the agency professionally and appropriately at all times.

PREFERRED REQUIREMENTS:

- 3 years of progressive experience in information technology roles, preferably in government or public sector environments. *Strongly preferred.*
- Bachelor's degree or higher in a field demonstrating strong analytical reasoning and technical skill.
- Certifications in relevant topics, such as technology, project management, or information security.
- Basic knowledge of ASL.

SPECIAL REQUIREMENTS: All offers of employment from Kansas School for the Deaf (KSD) are contingent upon background check results and any applicable workplace references. Background checks are completed via the KS Bureau of Investigation, Backgrounds Plus consents, Kansas Department of Children and Family Services, and Dru Sjodin National Sexual Offender Registry. KSD may contact previous employers for workplace references. **Within 30 days of employment, a tuberculosis test (and any applicable treatment), as well as a health certificate must be completed by a medical provider at the cost of the employee.**

Within 3 years of employment, the employee must be at the minimum proficiency level in ASL and must maintain that proficiency level during their length of employment to ensure effective and appropriate communication, at the Kansas School for the Deaf. Must take ASL assessment and written English assessment.

APPLICATION: Open Until Filled. For consideration, please email Human Resources to request an application. Copies of all applicable licenses, certifications, and transcripts will be required, as applicable.

CONTACT: Human Resource Office
 Voice: 913-210-8114
 Videophone: 913-324-5850
 E-Mail: hr@kssdb.org

**TOBACCO-FREE CAMPUS
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