

TECHNOLOGY SUPPORT SPECIALIST I



Information Technology Department

Purpose:

The Technology Support Specialist I (TSS I) provides tier-one support to staff and students by assisting with a variety of technology needs and resolving matters related to computer hardware, software, and other technology. The TSS I provides assistance in person, via phone, enterprise ticketing system, email and/or remote access. The TSS I helps to support and maintain workflow within the enterprise ticketing system.

Reports to: Manager of User Services, School Principal and/or Vice Principal

Nature & Scope:

The Technology Support Specialist I performs work of a specific nature under general supervision. The nature of the work requires adherence to standard procedures, as well as policies and regulations. Independent judgment and decision-making is required in matters not having established procedures. As a member of the Information Technology Department, the Technology Support Specialist I engages with highly sensitive information and must maintain absolute integrity of systems and confidentiality of classified data. The TSS I interfaces with staff, parents, and students, as well as with members of the IT department. The incumbent does not have supervisory responsibilities.

Essential Job Functions:

1. Conducts oneself in the best interest of students, in accordance with the highest traditions of public education and in support of the District's mission.
2. Sets up and configures computers, mobile devices and peripheral hardware such as printers, scanners and projectors.
3. Provides tier-one support, maintenance, and problem resolution to end users for a wide variety of technology, including computers, mobile devices, and peripherals, connectivity, application software and printer configuration.
4. Provides technical training to end users, when applicable.
5. May provide basic repairs for specific technology that requires minimal training in order to support the repair.
6. May order parts and tracks repairs for specific technology using vendor-specific systems.
7. Maintains a limited inventory of frequently used repair parts and technology-based equipment.
8. Assist in short and long-range planning; makes recommendations to administration regarding technology innovation, purchasing, and long-range planning.

9. Participates in the implementation of technology deployments and upgrades including workstation operating systems, desktop images and peripherals.
10. May write basic technical documentation and provides basic support and training for users in the use of district technology.
11. May help to set up and maintain workflow, accounts and knowledge base within the enterprise ticketing system.
12. Provides user account password support for users.
13. Provides assistance with processes and workflows for delivery and return of equipment. May transport technology related items between district locations.
14. Serves as communications conduit between IT Department and other schools/departments. Communicates IT Department messaging in easy to understand terms to non-IT staff, and conversely communicates non-IT needs to IT Department.
15. Maintains effective working relationships with other members of the Department as well as other school personnel and community members, including those from diverse cultures or backgrounds or those who speak limited or no English.
16. Complies with all procedures outlined in the *Code of Professional Conduct* and *Annual Notices for Education Practitioners, Teachers, Support Staff, Administrators, Substitutes Handbook*; and all other Beaverton School District Policies and Procedures.

The statements contained above reflect general details as necessary to describe the principal functions of this job but should not be considered an all-inclusive listing of work requirements. Individuals may at times perform other duties as assigned which could include work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Required Qualifications:

1. Must possess an Associate's Degree or have graduated from a technical trade school, preferably with coursework in Computer/Technology Sciences or comparable post-secondary education.
2. In lieu of requirement #1, must have high school diploma or GED and possess two years' experience related to technology support for industry-standard computers, mobile devices, and peripheral hardware.
3. Must possess a general knowledge of industry standard computers, mobile devices and peripheral hardware.
4. Must understand common computer and mobile device platforms. Must have knowledge of and experience with installation, configuration, maintenance and troubleshooting on various computer and mobile device platforms.
5. Must possess a basic knowledge of computer networking.
6. Must be able to communicate effectively, both orally and in writing. Must read, understand, and follow multi-step written and verbal instructions in English.
7. Must be able to translate highly technical concepts to staff with limited technological understanding.
8. Must be able to travel between sites if necessary using one's own transportation.
9. Must possess an Oregon or Washington Driver's License.
10. Must be able to pass a criminal background check.

Working Conditions:

The Technology Support Specialist I works primarily indoors and may work at one or multiple district sites. The work involves movement to various sites within the district at various times of the day.

The work environment is often controlled and quiet, but the work environment will also frequently include moderate to loud noise. The TSS I must be able to lift and move computer equipment, up to 20 pounds on a regular basis and 50 pounds occasionally, without assistance. The TSS I requires regular focus on a computer screen.

The incumbent is required to sit, stand, have finger/hand dexterity for working on computers for extended periods of time. Standing, walking, bending, stooping, kneeling, and standing/working on ladders will be required on occasion. The work environment may include exposure to unpleasant interior temperatures, dirt, wetness, and communicable diseases. Potential exposures include, but are not limited to: blood-borne pathogens; allergens; dirt; odors; dust; cold and hot temperatures; and unpredictable behavior from students.

Work Year: 10-month, 12-month

Bargaining Unit: OSEA

FLSA Status: Non-Exempt

Date Approved: February 14, 2019

Date Revised: December 31, 2018

The Beaverton School District recognizes the diversity and worth of all individuals and groups. It is the policy of the Beaverton School District that there will be no discrimination or harassment of individuals or groups based on race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, marital status, age, veteran status, genetic information or disability in any educational programs, activities or employment.