Title: <u>Technology Support Specialist</u>

Reports To: <u>Technology Director</u>

I.   **NATURE AND SCOPE OF JOB**

Under general supervision, provide documented timely and quality end user support concerning the District computer system hardware and software applications. Assist in the installation and configuration of computer hardware and software systems. Assist in the repair, troubleshooting, and maintenance of the user technology devices and software programs. Assist, as assigned by the Director of Technology, in the development and maintenance of a wide area network and data communication operations, and to do other related work as assigned.

II.   **EXPECTATIONS:**

1. Maintains confidentiality in all matters of the District.
2. Maintain a positive attitude that supports the District Mission.
3. Maintain a positive and supportive relationship with all people in the work place.
4. Be supportive and follow directions from the Director of Technology.
5. Be responsible for acceptable personal attendance and punctuality.
6. Accept responsibility for the identified job description and continually strive to perform work of the highest quality.
7. Be responsible for adhering to District policies.
8. Willing to Travel to all schools sites and work in all CCSD#1 classrooms, events & trainings
9. Able to work a flex schedule if necessary

III.   **JOB FUNCTIONS:**

1. Provide end user tier one technology support.
2. Manage and document work in work request system.
3. Assist in technology operational processes, and aid in the preparation of user instructions concerning operating and log-on procedures, methods, and techniques of network and technology device operations.
4. Perform hardware and software tests, using a variety of diagnostic and test equipment.
5. Perform technical functions in the installation, setup and configuration of end user technology devices.
6. Assist as directed in the review and diagnosis of client machine problems regarding data communication and network procedures.
7. Provide operational assistance concerning a variety of operation platforms, including Windows 7, XP, and MS Server 2003/2008.
8. Establish and maintain a variety of files, logs and records pertaining to the District computer hardware and software systems.

9. Assist users regarding current and prospective needs for technology devices and network requirements and services.
10. Attend and actively participate in regular meetings.
11. Under the guidance of the Director of Technology, coordinate in a professional and respectful way with technology department staff to ensure quality and reliable hardware and software services for staff and students.
12. Provide training and in-service on technology for user personnel, and offer operational solutions.
13. Provide audio/video support at all district functions and available to support security systems (door access & security cameras)
14. Other duties as assigned by Director/Superintendent or Designee.

IV.   **JOB QUALIFICATIONS:**

    A. Knowledge, Skills and Mental Ability
1. Methods, procedures and techniques pertaining to technology devices, local and wide area network, hardware and software application systems.
2. Information technology industry, trends, practices and procedures.
3. Micro-computer technical documentation and computer hardware and software standards.
4. Computer operating systems and a variety of computer hardware and software applications.
5. English usage, spelling, grammar, punctuation, and arithmetical processes.
6. Effectively and efficiently participate in the operation of the District information technology operation.
7. Test, analyze, and interpret micro-computer, hardware, and software problems and determines problem solutions.
8. Evaluate and recommend a micro-computer hardware and software system based on user specifications and needs.
9. Perform arithmetical calculations with speed and accuracy.
10. Understand and carry out oral and written directions.
11. Establish and maintain cooperative working relationships.

    B. Experience and Education
1. One year of experience performing technical micro-computer and wide area network system operational functions.
2. Equivalent to the completion of an Associate of Arts, or a minimum of twenty (20) unit of course work in computer science, micro-computer applications and computer networking.
3. Technology certifications preferred

V.   **PHYSICAL DEMANDS:**
1. Be able to exert 20-40 pounds to lift, carry push, pull, or otherwise move objects
2. Be able to sit, walk, or stand for brief periods of time.

3. Perceive the nature of sound, near and far vision, depth perception, provide oral information, manual dexterity to operate business related equipment and handle and work with various materials and objects in all important aspects of this job.
4. Reasonable accommodations may be made to enable a person with a disability to perform the essential functions of this job.
5. Willing and able to travel via District vehicle to all District school sites

Nondiscrimination Statement:

Carbon County School District One does not discriminate on the basis of race, color, national origin, sex, disability, political affiliation, religion, or belief in relation to admission, treatment of students, access to programs and activities, or terms and conditions of employment.
Inquiries concerning Title VI, Title IX, Section 504 of the Rehabilitation Act of 1973 or ADA may be referred to the Civil Rights/504/ADA Coordinator, Carbon County School District One, 615 Rodeo, Rawlins, Wyoming 82301, (307) 328-9200: the Wyoming Department of Education, Office for Civil Rights Coordinator, 2nd Floor, Hathaway Building, Cheyenne, Wyoming 82002-0050, (307) 777-6198; or the Office for Civil Rights, Region VIII, U.S. Department of Education, Federal Office Building, Suite 310, 1244 Speer Blvd., Denver, Colorado 80204-3582, (303) 844-5695, TDD (303) 844-3417.
CCSD#1 questions 504/Title IX coordinator is Darrin Jennings.

12/12/12
1/14/14