SCHOOL DISTRICT 69 • SKOKIE / MORTON GROVE
5050 MADISON STREET • SKOKIE, IL 60077 • (847)-675-7666
FAX (847)-675-7675

Technology Support Specialist

Primary Function

To assist in the operation and maintenance of district computer systems.

Organizational Relationships

Reports to the Director of Technology and Network Systems Administrator.

Qualifications

- High school diploma, supplemented by technical training or practical experience.
- Ability to read and understand technical materials.
- Ability to set up, operate, maintain, and repair personal computers and associated equipment and systems.
- Strong communication and interpersonal skills.
- Ability to collaborate with others and work on a team.
- Ability to enforce appropriate District and user acceptable use policies
- Experienced at troubleshooting computers, phones, and printers.
- Willingness and ability to learn new technologies as they are adopted by the District
- Working knowledge of how devices connect to a network.
- General understanding of spreadsheets, databases, word processing and other computer applications. Familiarity with Google Apps, Microsoft Office, Computer Troubleshooting and iOS, preferred.
- Working knowledge of configuring email and voicemail.
- Proficient skill in English composition, grammar and spelling.
- Ability to perform assigned duties and tasks with a minimum of direction.
- Ability to maintain effective public and coworker relationships.
- Ability to physically move about the district.
- Ability to understand and carry out oral and written directions in English.
- Ability to, on occasion, physically lift and move packages, boxes, and other materials weighing up to 25 pounds.
- Ability to handle staff and student information with confidentiality.

Performance Responsibilities

1. Provide first response technical assistance to users.
2. Setup computers, install software and peripherals, and implement security.
3. Setup, install, diagnose, and perform semi-technical maintenance of district systems.
4. Diagnose and correct basic problems with hardware and software; coordinate complex problems with other members of Department of Technology
5. Assist students and staff with operation of devices.
6. Report all student related issues to administration as soon as possible.

April 14, 2017

7. Requisition supplies under the direction of the administration.
8. Install software and software updates including the imaging of computers.
9. Assist with hardware and hardware updates.
10. Where appropriate, directly provide training on instructional technology products; office productivity tools; administrative systems including electronic grading programs; Email, Internet services and other communications products.
11. Develop and/or select training materials and support documentation for the district supported software products.
12. Set up and arrange for operation of computer and audiovisual equipment for special programs and meetings as directed by the administration.
13. Assist students and staff in the creation, posting and maintenance of web pages/images in accordance with district policy.
14. Perform other related duties as assigned by the Director of Technology

Terms of Employment

12-Month Position (260 work days). Salary and work year established by the Board of Education and PSRP Agreement.

Evaluation

Performance will be evaluated in accordance with the PSRP Agreement.