Technology Support Specialist I

Purpose Statement

The job of Technology Support Specialist I is done for the purpose/s of installing, upgrading and configuring workstations within the District; resolving software and hardware problems; developing and delivering job aides; and setting passwords and security levels.

This job reports to the Lead Technology Support Specialist

Essential Functions

- Administers district policies regarding use of computers and data access (e.g. updating virus software, set passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.

- Develops user job aids and on-line library of supplemental instructions for the purpose of enhancing staff ability to utilize computer software applications.

- Installs PC servers, print drivers, scanners, etc. for the purpose of ensuring availability for use by District personnel.

- Interacts with the District network for the purpose of installing, configuring and troubleshooting work stations.

- Maintains a variety of manual and electronic files and/or records (e.g. permission levels, network identification, security access, licenses, work logs, etc.) for the purpose of documenting activities, providing reference and audit trails.

- Monitors the status of the District's wide area network for the purpose of ensuring availability of network files and peripheral devices.

- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.

- Performs initial workstation computer, peripheral and server set-ups (e.g. installation, testing, configuring, assigning passwords, security clearances, imaging, etc.) for the purpose of meeting the computer processing needs of the users.

- Prepares a variety of written materials (e.g. procedures, documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.

- Provides training and in-service in general computer use, software applications, and file server operations for the purpose of ensuring the efficient use of computers and/or software application.

- Researches software applications for the purpose of recommending standardized applications in accordance with the district's technology goals.

- Responds to requests for help, repairs, training, and/or upgrades, etc. by telephone or email for the purpose of providing information, scheduling appointments and/or referring to alternate resources.

- Responds to inquiries from a variety of district personnel for the purpose of providing support, technical advice and operational assistance.

- Trains and assists personnel in the proper use of district technology resources for the purpose of ensuring their ability to use new and/or existing processes.

- Troubleshoots user issues with computer workstations and servers (e.g. questions about application software, connectivity issues, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for problem resolution.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

- Trains personnel for the purpose of ensuring their ability to use new and/or existing processes.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: teaching technical topics to non-technical audiences; adhering to safety practices; planning and managing projects; and gathering information to diagnose problems.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer operating and networking systems (e.g. Windows, Novell, etc.); computer hardware/network and troubleshooting techniques; network security; and office application software.

ABILITY is required to schedule activities; gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating with persons with diverse technical knowledge and skills; providing clear instructions; and setting priorities.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is some opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 20% sitting, 40% walking, and 40% standing. The job is performed in a generally hazard free environment and in a clean atmosphere.

Experience   Job related experience is required.

Education   Targeted, job related education with study in job-related area.

Equivalency

Required Testing	Certificates
Job-Related Skills Proficiency Test	Appropriate Technology Certification

Continuing Educ./Training	Clearances
Maintains Certificates and/or Licenses	Criminal Justice Fingerprint/Background Clearance

FLSA Status	Approval Date	Salary Range
Non Exempt		