



POSITION VACANCY
IT Support Specialist

POSTED: October 8, 2021 **STARTING DATE:** Immediately **APPLICATION DEADLINE:** October 15, 2021 (or until filled)

The successful applicant will provide technical expertise and manual skill so that end users can accomplish organizational tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests. Problem resolution may involve the use of diagnostics and help request tracking tools, as well as require that the individual give hands-on help at the desktop level.

The following duties are representative of performance expectations (but are not limited to):

- Configuring and installing client and server software.
- Develop, deploy and maintain images of endpoint devices.
- Bundle and distribute applications to endpoint devices.
- Manages and troubleshoots Windows, Mac OS and Chrome OS devices throughout the district.
- Troubleshoot problems encountered by students and staff utilizing technology.
- Serves as initial point of contact and support for end users including both students and staff.
- Maintains accurate inventory of systems throughout the organization.
- Maintains repair records for equipment and works with third party companies when necessary to get repairs completed.
- Maintains a thorough understanding of Local Area Networking, wireless networks, Virtual LANs, DNS, Security, IP Routing, HTTP, VPN, Email Routing, SPAM, etc.
- Responds to inquiries from students, staff, administrators, service providers, site personnel and outside vendors etc. to provide technical assistance and support.
- Work as an integral part of the technology team to support the education of our students.
- Upholds board policies and follows administrative procedures.
- Performs other specific job-related duties as directed.

Qualifications:

- Strong technical skills as evidenced by an associate degree and/or equivalent combination of computer training/work experience.
- Windows 10, Mac OS X, Google Chrome OS and mobile platform experience
- Knowledge of core network concepts as well as hardware troubleshooting.
- Ability to communicate in an understandable, polite and friendly manner, both written and verbal
- A record free of criminal violations that would prohibit public school employment.
- Meets all mandated health requirements (e.g., a negative tuberculosis test, etc.).

SALARY & CONTRACT: Placement on the SCCTC Classified Salary and Benefits Package, based upon experience.

APPLICATION PROCESS: Submit an updated SCCTC application, current resume, and college transcripts to: careers@scctc.org

Or mail to:
Laurel Lemmer
Springfield-Clark Career Technology Center
1901 Selma Road
Springfield, OH 45505

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