

LAMPETER-STRASBURG SCHOOL DISTRICT
Lampeter, Pennsylvania 17537

POSITION PROFILE – Technology Specialist I

The Technology Specialist I will report to the Director of Technology and has the primary responsibility of insuring that “Help Desk” requests from end-users, typically involving desktop hardware and software, are resolved in an efficient and timely manner.

QUALIFICATIONS

Entry level technology help desk work experience helpful.

Associates Degree preferred or related technology certifications or disciplines.

Possess a team spirit and the ability to work cohesively with different personalities to create and maintain a positive atmosphere with co-workers and other school district staff.

Good communication skills both in writing and orally.

Strong ability to learn new technological advances and apply them to the job.

Ability to research technology problems and implement resolution with minimal supervision.

Working knowledge of what is needed for a live theater performance.

Basic understanding of end-user computing tools including:

- hardware (Windows PC and Macintosh Computer)
- software (such as Microsoft Office, e-mail)
- peripherals (such as printers and scanners)

Basic understanding of end-user computing on both the Windows PC and Macintosh Computer platforms on a network environment in a school district.

Ability to diagnose and troubleshoot desktop network and application access issues and related error conditions.

Availability to work extended hours in order to minimize disturbance to daily operations.

Familiarity with industry standard security systems, backup systems, and network monitoring utilities.

DUTIES AND RESPONSIBILITIES

Maintain communication with other IT staff and end-user as to the resolution of any problem being worked on.

Monitor Help Desk System and resolve requests based on their priority. Document the status and resolution of requests.

Troubleshoot, diagnose, and correct problems with computer hardware and software in an accurate and timely manner.

Communicate with end-user resolution to insure satisfaction.

Install and configure new hardware, software, and network cabling.

Assist in developing and maintaining accurate inventory of district hardware and software.

Assist in the ordering of equipment, parts, and supplies for IT Department and for IT services offered to end-users, such as toner for all district printers.

Assist in maintaining an accurate fixed asset inventory of technology hardware and software.

Develop documentation for the installation and support of hardware and software.

Support tape backup systems.

Provide backup for the others in the IT Department.

Work a varied work schedule based on the needs in the Performing Arts Center and the Information Technology Department with the approval of the Director of Technology.

Perform any other duties as assigned by the Director of Technology.

WORK YEAR

10 month hourly position; benefits as available to other 10 month hourly support staff.