FLAGLER COUNTY SCHOOL DISTRICT

JOB DESCRIPTION

Technology Support Specialist

QUALIFICATIONS
- (1) Associates Degree in Computer Science or Information Systems. A+ Certification and /or demonstrable experience building, repairing and upgrading computers with related experience in Information systems may be substituted for Degree.
- (2) Apple and Microsoft training / certification and a minimum of three (3) years experience in Windows and OS X.

KNOWLEDGE, SKILLS AND ABILITIES:
Must possess working knowledge of Microsoft Windows; Mac OS X, Microsoft Server, Active Directory Tools, Ethernet switched wired and wireless networks. Ability to work as part of a team. Experienced in delivering training to adults/teachers. Possess excellent communication, customer service and technical problem solving skills. Evidence of experience in the integration of technology into the classroom (preferred).

REPORTS TO:
Executive Director of Instructional and Operational Innovation

SUPERVISES:
None

JOB GOAL
To provide on-site assistance for all computer / network hardware, software, and peripherals on the district's network. Provide professional customer service to all staff and students, and assist with resolving issues in educational and enterprise applications.

PERFORMANCE RESPONSIBILITIES:
- *(1) Provide technical consulting assistance related to systems and software to school personnel.
- *(2) Provide support for Windows and Macintosh based hardware and software
- *(3) Research software/hardware solutions for instructional purposes.
- *(4) Maintain a proactive role in understanding and evaluating Macintosh (Apple) and Windows based products.
- *(5) Assist with training of staff on hardware/software.
- *(6) Perform network administration and implementation and assist with management of the District's Local Area Network.
- *(7) Set up and configure hardware and install new software on school computers.
- *(8) Provide support for District supported software and hardware.

TECHNOLOGY SUPPORT SPECIALIST (Continued)

*(9)   Troubleshoots hardware, software, network, and operating system problems and provide on-going technical support to other Technology personnel.
*(10)   Interact with other members of the Technology team to troubleshoot and resolve system level problems.
*(11)   Manage and document inventory control of District networking equipment.
*(12)   Track all work in the help desk work order system
*(13)   Perform hardware and software upgrades for all District supported hardware and software.
*(14)   Keep current of trends, changes and developments in Network Administration and Technology as it applies to Flagler County Public Schools.
*(15)   Performing other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:
Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

EVALUATION:
Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

*Essential Performance Responsibilities

Job Description Supplement Code 7

Salary Lane: Support CHZ

Approved   6/19/2018