

CARBON COUNTY SCHOOL DISTRICT ONE
An Equal Opportunity Employer

POSITION: Technology Support Specialist

LOCATION: District

REPORTS TO: Technology Director

Primary Purpose: Under general supervision, provide documented timely and quality end user support concerning the District computer system hardware and software applications. Assist in the installation and configuration of computer hardware and software systems. Assist in the repair, troubleshooting, and maintenance of the user technology devices and software programs. Assist, as assigned by the Director of Technology, in the development and maintenance of a wide area network and data communication operations, and to do other related work as assigned.

Essential Functions:

- *Provide end user tier one technology support.*
- *Manage and document work in the work request system.*
- *Assist in technology operational processes, and aid in the preparation of user instructions concerning operating and log-on procedures, methods, and techniques of network and technology device operations.*
- *Perform hardware and software tests, using a variety of diagnostic and test equipment.*
- *Perform technical functions in the installation, setup and configuration of end user technology devices.*
- *Assist as directed in the review and diagnosis of client machine problems regarding data communication and network procedures.*
- *Provide operational assistance concerning a variety of operation platforms, including Windows 7, XP, and MS Server 2003/2008.*
- *Establish and maintain a variety of files, logs and records pertaining to the District computer hardware and software systems.*
- *Assist users regarding current and prospective needs for technology devices and network requirements and services.*
- *Attend and actively participate in regular meetings.*
- *Under the guidance of the Director of Technology, coordinate in a professional and respectful way with technology department staff to ensure quality and reliable hardware and software services for staff and students.*
- *Provide training and in-service on technology for user personnel, and offer operational solutions.*
- *Provide audio/video support at all district functions and available to support security systems (door access & security cameras)*

- *Other duties as assigned by Director/Superintendent or Designee.*

Required Qualifications:

- *One year of experience performing technical micro-computer and wide area network system operational functions.*
- *Equivalent to the completion of an Associate of Arts, or a minimum of twenty (20) units of course work in computer science, micro-computer applications and computer networking.*
- *Technology certifications preferred*
- *Knowledge of methods, procedures and techniques pertaining to technology devices, local and wide area network, hardware and software application systems.*
- *Knowledge of information technology industry, trends, practices and procedures.*
- *Knowledge of micro-computer technical documentation and computer hardware and software standards.*
- *Knowledge of computer operating systems and a variety of computer hardware and software applications.*
- *English usage, spelling, grammar, punctuation, and arithmetic processes.*
- *Effectively and efficiently participate in the operation of the District information technology operation.*
- *Test, analyze, and interpret micro-computer, hardware, and software problems and determine problem solutions.*
- *Evaluate and recommend a micro-computer hardware and software system based on user specifications and needs.*
- *Perform arithmetic calculations with speed and accuracy.*
- *Understand and carry out oral and written directions.*
- *Establish and maintain cooperative working relationships.*

FLSA Status: Exempt

NOTICE OF NONDISCRIMINATION:

Carbon County School District #1 does not discriminate on the basis of race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age (40 or older), disability and genetic information (including family medical history) or any other basis protected by federal, state, or local law in its programs or activities. Inquiries regarding the District's non-discrimination policies are handled at 615 Rodeo St. Rawlins, Wyoming, 82301 by Tanya Wall, Director of Human Resources and Title IX Coordinator, (307) 328-9200, twall@crb1.net

EEO/AA/Vet/Disability Employer