

TECHNOLOGY SUPPORT SPECIALIST

Classification: Technology

Location: Technology Department

Reports to: Executive Director - TIS

FLSA Status: Non-Exempt

Bargaining Unit: OSEA

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Part I: Position Summary:

The Technology Support Specialist performs work under general supervision. This work requires adherence to standard practices, procedures, policies and regulations. Independent judgement and decision making may be required in situations not having established procedures. The Technology Support Specialist is responsible for sharing technology tips and technical training to mentor Elementary Media Technicians and interact with numerous employees across the district at all levels of the organization. Receives, analyzes, and responds to help desk tickets consisting of but not limited to user inquiries to provide problem solving of software, hardware and network issues. Provides support to teachers and staff on the use and implementation of digital instructional resources.

As a member of the Technology Information Services Department, the TSS will engage in highly sensitive information and must maintain absolute integrity of systems, confidential and classified data. This position requires the highest level of customer service and excellent communication skills in person, over the phone and via email. Using a help desk ticketing system, the Technology Support Specialist will document resolution of the inquiry or problem solved. Require detail-oriented person with outstanding organizational skills, ability to prioritize, and be flexible in a fast-paced environment all while keeping track of each call in our help desk ticketing system.

Responsible for providing technology support to system users. Receives, analyzes, and responds to user inquiries to provide problem solving of software and hardware and network issues. Provides support to teachers and staff on the use and implementation of instructional technology.

Part II: Supervision and Controls over the Work:

Works under the supervisor of the administrator responsible for technology services, but could take direction from Systems Support Lead. Coordinates with other technology staff and/or

supervisor in referring or resolving more complex issues. Work is evaluated based on overall success of assisting users and resolving problems consistent with district and technology department policies, directives, and standard practices and procedures.

Part III: Major Duties and Responsibilities (depending on specific assignment):

1. Provide the first point of contact for information technology help in-person, via e-mail or telephone.
2. Provide initial analysis of technical problem, provide resolution, or referral to another technical expert.
3. Maintain and apply up-to-date knowledge of installed hardware and existing software applications.
4. Diagnose and provide solutions to hardware/software problems.
5. Technical skills to support Windows and iOS desktops and laptops, Chromebooks, iPads, printers, peripherals, basic networking, Google Suite, and understanding or willingness to learn the district's digital curriculum.
6. Use help desk ticketing system to maintain records of all work performed and create reports on user inquiries and resolutions.
7. Provide on-site technical support to staff and students to facilitate the introduction and application of new hardware and software as it pertains to building use.
8. Work collaboratively with TIS staff to insure a smooth overall workflow process to insure excellent customer service.
9. Maintain inventory control of building equipment and software assets.
10. Work with staff and vendors to evaluate specifications to recommend adoption and purchase of district equipment.
11. Collaborate with instructional technology staff to provide on-site staff training and support to utilize new technologies.
12. Assist with planning and set up for building and district events (staff meetings, district and community events).

Perform other tasks and assumes other responsibilities as assigned.

Part IV: Minimum Qualifications:

Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

1. Must possess an Associate's Degree or graduated from a technical trade school, preferably with coursework in Computer/Technology Science.
2. Must possess three years' experience related to technology support for industry-standard computers, mobile devices, and peripheral hardware.

3. In lieu of requirements #1 and #2, must have high school diploma or GED and five years' experience necessary to provide the required knowledge and abilities to perform the job related to technology support for industry-standard computers, mobile devices, and peripheral hardware.
4. Analytical and research ability to successfully and remotely troubleshoot failures in computer and peripheral hardware and software.
5. Able to follow written and verbal direction and take the initiative when necessary. Ability to effectively communicate on technology issues with a high level of effectiveness in terms of customer comprehension and response; including the ability to work and communicate effectively with customers who may have a high level of frustration.
6. Able to organize work and set priorities for accomplishing work in a timely and effective manner.
7. Able to work collaboratively and effectively with other staff, employees, and supervisors.
8. Analytical and research ability to successfully and remotely troubleshoot failures in computer and peripheral hardware and software.
9. Able to follow written and verbal direction and take the initiative when necessary. Ability to effectively communicate on technology issues with a high level of effectiveness in terms of customer comprehension and response; including the ability to work and communicate effectively with customers who may have a high level of frustration.
10. Able to organize work and set priorities for accomplishing work in a timely and effective manner.

Part V: Desired Qualifications:

- Bachelor's degree or equivalent coursework in technology or five years of experience.
- Experience working with hardware and software common to the District.
- Experience working in an education environment.

Part VI: Physical and Environmental Requirements of the Position:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, talk, move about, hear and speak.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.