



JOB DESCRIPTION

Position Code: 557
Classified Group: CSEA
Salary Range: 32
Work Days: 260
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POSITION TITLE: Technology Support Specialist I

DEFINITION: Under general supervision, provides direct technical support and troubleshooting services to end users for district wide networked software applications, on-line i.e. cloud based programs, network services, and district technology operation. Assists in developing training materials for district technology applications for end-users.

DIRECTLY RESPONSIBLE TO: Coordinator, Technology Support

SUPERVISION OVER: N/A

DUTIES AND RESPONSIBILITIES: (Any one position may not include all of the duties listed; the listed examples do not include all duties and responsibilities which may be found in positions within this classification.)

1. Troubleshoots and resolves problems received from end-users regarding hardware and software applications and/or network usage problems.
2. Supports end-users by providing information and remote technical assistance via telephone, email, screen sharing support tools, etc.
3. Generates, updates, and monitors support desk tickets in accordance with established departmental practices and escalates more complex issues to appropriate technology personnel for resolution.
4. Serves as a technical advisor to end-users and provides technology related training programs for assigned areas of responsibility.
5. Develops specifications and operating instructions to assist end-users with district applications for assigned areas of responsibility.
6. Assist end-users with password resets or locked accounts in accordance with district and department security practices and escalates account action to appropriate technology personnel as needed.
7. Generates, documents, and tracks work orders in response to technical difficulties reported by end-users.
8. Provides repair and/or service referrals of district technology equipment to appropriate staff and/or vendors.
9. Provides basic training and supports end-users in the use of district-wide networked, stand-alone, and cloud-based software and systems for assigned areas of responsibility.
10. Performs routine remote installation software following established district technology standards.
11. Attends department and user group meetings.
12. Performs related work as required.

QUALIFICATIONS:

Education and Experience:

Two years of experience or demonstrated ability to perform job duties using information technology systems to support customers who use a broad range of hardware and software products which includes the training or instruction of others; experience troubleshooting hardware and software problems; experience in scheduling and procedure writing. Experience in the use of major district-wide application systems and demonstrated proficiency utilizing/following business processes associated with these systems may be substituted for the required experience.

Knowledge, Skills, and Abilities:

- Knowledge of uses, characteristics, components and operation of networked and stand-alone information technology systems and peripheral equipment
- Knowledge and skill in use of computers and assorted software programs Knowledge of major district-wide application systems and processes
- Knowledge of modern office practices and procedures, including filing systems
- Knowledge of business practices, processes and procedures
- Knowledge of effective use of manuals and training aids
- Knowledge of interpersonal skills using tact, patience, and courtesy
- Ability to understand and follow verbal and written instruction
- Ability to understand, interpret and apply technical, instructional and/or business material, rules, procedures, and policies
- Ability to communicate effectively both verbally and in writing with administrators and staff
- Ability to meet deadlines
- Ability to use troubleshooting techniques to solve minor software and/or hardware problems
- Ability to work effectively with all levels of district staff
- Ability to work independently, with minimum direction, and make decisions within the framework of established guidelines
- Ability to maintain consistent, punctual and regular attendance

WORKING CONDITIONS:

Work Environment:

- Indoor office environment
- Moderate noise

Typical Physical Characteristics: (with or without use of aids; consideration will be given to reasonable accommodation).

- Communicate to exchange in person, in small groups, and/or on the telephone
- Inspect documents and other written materials with fine print
- Operate office equipment requiring repetitive hand movement and fine coordination
- Lift or move equipment, books, or objects weighing up to 30 pounds
- Moves about schools and facilities to conduct work, including remaining seated for long periods of time

Other Characteristics:

- May be required to travel between district sites to assist end-users

This job description is not a complete statement of essential functions and responsibilities. The district retains the discretion to add or change typical duties of a position at any time.

Board Approved: 6/24/1986 (Production Control Liaison)
Revised: 8/28/2001 (Title Change: Technology Liaison II)
Revised: 7/27/2006
Revised: 10/4/2016
Revised: 5/22/2018