

This position is a member of the primary User Support Team within the Information Technology Department. The Information Technology Specialist assigned to User Support will support end users throughout the District with a wide variety of IT related equipment and software. This position will take front line support desk calls from schools and staff; assisting in troubleshooting, repair, training, system guidance, and provide specialized advanced customer service and support.

Chain of Command

The Information Technology Specialist assigned to User Support reports to the Director of Information Technology.

Competencies of the Information Technology Specialist assigned to User Support

- Strong written and verbal communications skills.
- Strong organizational and time management skills.
- Computer skills including operating systems, hardware, auxiliary systems, Chrome and Microsoft Office products.
- Flexible team player who is time and task oriented.
- Ability to work under pressure to meet timeline and handling multiple and changing priorities.

Essential Duties of the Information Technology Specialist assigned to Data Management

- Diagnosis, installs, configures, and troubleshoots technical problems to maintain and effect repairs of software and hardware at user sites including user instruction on equipment and software operation.
- Troubleshoots problems with vendors including obtaining product information and placing orders in addition to researching solutions to hardware and software problems using manuals, and other media sources of technical information.
- Manages the installation, configuring and troubleshooting computer hardware operating systems, applications and databases.
- Replacing computer components/parts as required.
- Maintains and monitors computer systems and networks.
- Provide support in managing secure user access for staff and student accounts.
- Maintain, and enforce system and network security.
- Ensure confidentiality of system information.
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
- Following diagrams and written instructions to repair a fault or set up a system.
- Maintain and provide documentation for systems and related processes including production of reports and procedural documentation.
- Talking staff/clients through a series of actions either face to face or over the telephone and via email to troubleshoot issues.
- Following diagrams and written instructions to repair a fault or set up a system.
- Supporting the roll-out of new applications, hardware and other IT related devices.
- Responding within agreed time limits to call-outs.
- Working continuously on a task until completion.
- Prioritizing and managing many open cases at one time.
- Rapidly establishing a good working relationship with customers and other professionals.
- Liaison to other sub departments by attending meetings to gain insight and knowledge of IT specialties.
- Attend professional development trainings as directed by administration.
- Ability to work independently, comfortable working in a fast-paced and demanding environment while also functioning as a member of an IT support team.
- Ability to work under pressure to meet timelines and handling multiple and changing priorities.

- Ability to communicate effectively, both orally and in writing.
- Ability to provide the highest level of customer service and public relations.
- Experience interpreting and applying laws, regulations, codes, and policies.
- Ability to establish and maintain harmonious working relationships with those contacted in the course of work; demonstrating tact, diplomacy and patience.
- Provides guidance, training and support to Associate and Senior IT Technicians within the department.
- Other duties as assigned.

Minimum Qualifications

High School Diploma or GED and three years related experience is required; based upon assignment, Associate's Degree or two year certificated technical training and/or one year of additional specialized training may be required; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Must possess a valid Arizona Driver's License.

Preferred Qualifications

- Extensive knowledge of Microsoft and Chrome operating systems.
- Demonstrated knowledge of hardware troubleshooting methods.
- Extensive knowledge in MS Office productivity tools.
- Minimum 2 years experience working with elementary or middle school related technology.

Date Revised

06/11/2024