



Technology Support Specialist

Purpose Statement

The job of Technology Support Specialist is performed for the purpose of installing, upgrading, maintaining, troubleshooting, and repairing all computer hardware and software within the Bismarck Public School District; providing Help Desk technology support; keeping technology up-to-date to help staff and students use technology as a tool for instruction and learning; and creating a work environment for Bismarck Public School staff that maximizes the use of technology to accomplish necessary tasks.

Supervisory Relationship

Reports to: Technology Director

Essential Functions

- **Assess Work Order Requests:** Implement the Helpdesk and complete assigned Helpdesk tickets, ensuring courteous, timely, and effective resolutions to end-user issues.
- **Maintain District Website:** Add and revise content for optimum user access, ensuring a user-friendly environment in compliance with District standards.
- **Setup Software/Hardware Operations:** Provide ongoing support and prepare for professional development and district-sponsored conferences.
- **Collaborate with Personnel:** Train staff on the use of equipment and its applications, and implement and maintain services and programs efficiently.
- **Deploy and Install Technology:** Install new and used computer hardware, peripherals, network equipment, and application software, following all safety and security measures.
- **Implement Standardized Computer Images:** Maintain the availability of required items and complete jobs efficiently.
- **Monitor and Test Solutions:** Ensure problems are completely resolved without changing functionality in other areas.
- **Prepare Documentation:** Create work order reports, inventory control, procedures, and recommendations for improvement to document activities and provide written reference.
- **Provide Training and Assistance:** Assist students and personnel with the use of websites, technology, and support tasks.
- **Repair Technology:** Maintain computer hardware, software, and other district technologies in a safe and functional operating condition.
- **Research New Products:** Stay current with district technology changes and forecasted changes.
- **Provide Frontline Support:** Assist with various software applications, computer equipment, and operating systems for the district.
- **Transport Items:** Provide materials at job sites or bring equipment in for repairs.
- **Troubleshoot Core Technology:** Isolate problems, identify solutions, and implement solutions consistent with overall department strategies.
- **Upgrade Technology:** Install, test, and configure computers, peripherals, network equipment, and software applications.
- **Warehouse Technology Equipment:** Maintain and verify technology equipment inventories.
- **Adhere to School Policies:** Follow school policies and procedures.
- **Attendance:** This position requires prompt and consistent attendance.
- **Perform Other Duties:** Undertake additional tasks as assigned to support the effective operation of the work unit.

Job Requirements: Minimum Qualifications

Skills

- Troubleshooting hardware, software, and networks
- Preparing and maintaining accurate records
- Utilizing pertinent software applications
- Operating transportation equipment for transferring equipment

Knowledge

- Concepts of electronics and network protocols
- Current generation operating systems
- Standardized procedures for deployment, quality control, inventory, etc.
- Core technology infrastructure

Abilities

- Schedule activities and meetings
- Gather and collate data
- Work with diverse groups and communicate effectively
- Be attentive to detail and maintain focus on safety and security
- Adapt to changing work priorities
- Establish effective working relationships
- Work under time constraints

Responsibility

Responsibilities include working under limited supervision, following standardized practices and methods; providing information and advising others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 10% sitting, 80% walking, and 10% standing. The job is performed under conditions with some exposure to risk of injury and/or illness and in some varying atmospheric conditions.

Experience

Job-related experience with increasing levels of responsibility is required.

Education

Community college and/or vocational school degree with study in job-related area.

Additional experience of at least two years beyond the initial two-year requirement may be substituted for the associate's degree.

Certificates and Licenses

Valid Driver's License & Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance

Continuing Education/Training

Participate in ongoing training and professional development as required.

Maintains Certificates and/or Licenses

FLSA Status

Non-Exempt

Salary Grade

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