



Technology Student Support Specialist

Purpose Statement

The job of Technology Student Support Specialist is performed for the purpose of implementing the helpdesk within the feeder system. These individuals work on installing, upgrading, maintaining, troubleshooting, and repairing all computer hardware and software within the feeder and Bismarck Public School District. Employees are assigned a variety of special projects within the feeder and district, including working with younger students on programming and robotics, creating and editing video, working with social media to promote BPS, and supporting technology needs at school and community events.

Supervisory Relationship

Reports to: Technology Director

Essential Functions

- **Assess Work Requests:** Implement support and complete end-user requests, ensuring courteous, timely, and effective resolutions to end-user issues.
- **Diagnose and Repair Devices:** Implement warranty processes and replace defective parts, providing technical support for building and feeder needs, including classroom projector connectivity and maintenance.
- **Deploy and Install Technology:** Install new and used computer hardware, peripherals, network equipment, and application software, following all safety and security measures.
- **Implement Standardized Setups:** Apply standardized images and setups for technology devices and peripherals.
- **Maintain Inventory Records:** Keep accurate records and documentation of inventory.
- **Communicate and Collaborate:** Maintain open communication with and follow directions from the feeder team, including Technology Department staff, Library Media staff, building and district administrators, and other interns.
- **Setup and Support Projects and Events:** Assist with special projects and events within the feeder and district, including events outside regular school hours.
- **Prepare Documentation:** Create work order reports, inventory control, procedures, and recommendations for improvement to document activities and provide written reference.
- **Provide Frontline Support:** Offer face-to-face, telephone, and electronic support to assist end-users.
- **Transport Items:** Provide materials at job sites or bring equipment in for repairs.
- **Warehouse Technology Equipment:** Maintain and verify technology equipment inventories.
- **Support Library/Learning Commons:** Assist with displays, circulation services, and school-wide activities and programming.
- **Liaison for Chromebook Repair:** Act as the customer support model and manage the Chromebook repair process for IT and Learning Commons/Library.
- **Design and Manage STEM Activities:** Create and oversee hands-on makerspace/STEM activities.
- **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.

FLSA Status

Non-Exempt

Salary Grade

SN

Bismarck Public Schools prohibits discrimination and harassment based on a student's, parent's, guardian's, or employee's race, color, religion, sex, gender identity, national origin, ancestry, disability, age, or other status protected by law. The District also provides equal access to the Boy Scouts and other designated youth groups, as required by federal law