

TITLE OF POSITION: Information Technology Support Specialist
LOCATION: Technology Department
SUPERVISOR: Director of Information Technology
Salary Range: Placement on Classified Salary Schedule – Technology III

GENERAL DESCRIPTION:

DUTIES AND RESPONSIBILITIES:

1. Troubleshoot and maintain computer hardware, software, phones and related peripherals and resolve issues via modifications, repair, or external support assistance.
2. Provide installation and setup of computer systems and programs. Install software, updates, system components and peripherals in accordance to district hardware and software standards.
3. Troubleshoot and maintain network connectivity, both wired and wireless, at the building level.
4. Perform limited Active Directory functions (User accounts, IP reservations, etc.)
5. Assist and facilitate the installation of new software packages and re-imaging of district computers.
6. Provide technical assistance in the use and operation of computer equipment and approved software to staff members within the school district.
7. Provide maintenance and support of district visual learning systems, including VCR/DVD, LCD projectors, document cameras, and other systems as specified.
8. Maintain assigned vehicle in clean and ready condition.
9. Respond to e-mail and voicemail requests in a timely fashion, generate work orders, and maintain documentation.
10. Maintain district asset inventory.
11. Other duties as assigned by the Information Technology Director.

Each of the positions in the Technology Department serves as one unit of the whole team, and as such, is subject to assist or is assigned to tasks in other trades within the classification.

KNOWLEDGE AND ABILITIES:

Knowledge of: standard practices, methods, materials, tools, testers and other equipment used in information technology field; principles of operation of computer/network/telecommunications systems; occupational hazards and safety practices of the trade; national, state and local code standards.

Ability to: work independently; read, interpret and update schematics and directions; estimate time and materials; maintain proficiency in the trade; maintain accurate schedules and records; ability to learn complex, technical material and adapt to a rapidly changing environment while under extreme pressure.

QUALIFICATIONS:

1. Two or more years successful college or trade school education in areas such as computer science, computer information systems, networking, or other related fields AND two years professional work experience working with LANs, WANs, and microcomputers; OR four years professional experience working with LANs, WANs, and microcomputers.
2. Successful completion of CompTIA or industry standard certification required within 90 days.
3. Demonstrated experience with Windows and Intel based equipment and technologies.
4. Must have a valid Washington state driver's license.
5. Ability to lift a minimum of 50 pounds.
6. Physical agility to reach and repair equipment in restricted spaces.
7. Must be able to maintain written schedules and records.
8. Demonstrated ability to handle confidential matters and information in a professional manner.
9. First aid training encouraged.
10. Willingness to participate in ongoing training to maintain current knowledge in the field.
11. Ability to work on multiple tasks while under minimum supervision.
12. Ability to work flexible hours.
13. Must be able to work in a team setting.
14. Must be able to maintain good rapport with students, staff, and the public.

Testing may be used to determine qualifications.