Technology Support Specialist

Purpose Statement

The job of Technology Support Specialist is done for the purpose/s of providing first line of telephone and computer support to Alameda Unified School District employees, assisting with assigning work orders to Technology employees, maintaining the Alameda Unified School District website using the current content management system, and performing administrative support to the Technology Department.

This job reports to Assigned Administrator

Essential Functions

- Assigns work order requests for the purpose of responding to emails and telephone calls concerning the District's technology, determining and/or implementing solutions.
- Coordinates support on telephone issues with different telephone vendors for the purpose of delivering services in a timely fashion.
- Designs a variety of queries and reporting options (e.g. departmental forms, etc.) for the purpose of responding to requests for specific data and developing new reports.
- Maintains manual and electronic documents, files and records (e.g. web usage, access statistics, Help Desk reporting, etc.) for the purpose of providing up-to-date reference of District's technology systems.
- Maintains hardware and software license inventory of Pc servers, network equipment and classroom technology for the purpose of ensuring availability and functionality of district's supported technology.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Performs administrative assistant support to the Technology Department (e.g. scheduling, copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations.
- Prepares a variety of reports and/or documents (e.g. instructions, troubleshooting steps, web page usage, access statistics, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Processes purchase orders requests for the purpose of maintaining records related to creation and receipt of purchase orders in compliance with District's policies and procedures.
- Responds to inquires from staff and schools concerning the District's technology (e.g. business systems, district website, etc.) for the purpose of resolving problems, providing information and/or referring to appropriate personnel.
- Support assigned projects and programs for the purpose of ensuring security and functionality of district supported software.
- Troubleshoots technical problems with the Alameda Unified School District websites for the purpose of providing technical advice and training, resolving problems and/or compiling concise descriptions to forward to technicians.

- Uploads and publishes web page content to District's internet and intranet for the purpose of upgrading and enhancing departmental capabilities.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment using pertinent software applications; planning and managing projects; preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: business telephone etiquette, pertinent software applications, technology diagnostics, repair and maintenance procedures.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; and working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating 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: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, 20% standing. This job is performed in a generally clean and healthy environment.

Experience: Job related experience is required in technical work environment including, but not limited to experience with a Windows-based email application, working in a support environment, working in a PC environment.

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

Required Testing

None Specified

Certificates and Licenses

None Specified

Continuing Educ. / Training

None Specified

Clearances

Criminal Background Clearance
Tuberculosis Clearance

FLSA Status	Approval Date	Salary Grade
Non Exempt	6/14/2022	43

Revised Date