JOB DESCRIPTION

Tahoe Truckee Unified School District

TECHNICAL SUPPORT SPECIALIST

Purpose Statement

The District Technical Support Specialist is the primary point of contact for resolving technology challenges across the district, enabling effective teaching, learning, and operations. This includes providing hands-on technical support to end-users, managing support requests, and working collaboratively across departments to ensure prompt solutions. The Specialist also plays a vital role in maintaining and enhancing the district's technology infrastructure, from hardware and software installation to ongoing maintenance, to create a seamless and productive technology experience for all users.

Essential Functions

- **Provide customer service**: Serve as the primary contact for all technology-related questions and issues within the district, providing timely and effective support to end-users.
- **Triage and route incoming requests**: Efficiently assess incoming requests, prioritize based on urgency and impact, and route to appropriate departments when needed (Educational Services, Facilities/Maintenance, Business Services, Student Services, and Food Services) for resolution.
- **Monitor and resolve tickets**: Actively manage and process tickets assigned in the technology issue ticketing system, ensuring timely resolution and escalating when necessary.
- **Support Curriculum Access:** Troubleshoot access issues and if needed, escalate challenges to Educational Services for resolution. Assist in the deployment of new curriculum software, ensuring seamless integration into the district's technology infrastructure.
- **Collaborate with district departments:** Serve as the first point of contact for technology assistance, providing timely and effective troubleshooting to end-users across the district. Efficiently manage and triage incoming support requests through a centralized ticketing system, ensuring clear communication and prompt resolution. Proactively monitor ticket status, escalating and collaborating with other departments as needed to resolve complex or cross-functional issues.
- **Escalate issues:** Report complex or unresolved issues to the Coordinator of Technology Services for further investigation and potential escalation to the Chief Technology Officer or other relevant TTUSD department contacts and supervisors as necessary.
- **Configure and maintain devices:** Perform basic device configurations, utilities, and software settings for district devices to optimize performance and security, escalating complex configurations to higher-level technicians as needed.
- **Onboard new users**: Assist with the onboarding of new employees and students, providing necessary technology resources and support.
- **Install and configure new technology:** Install, test, and perform basic configuration of new district devices, peripheral equipment, and software, ensuring compatibility and functionality. Escalate complex installations or configurations to higher-level technicians as needed.
- **Support hardware and software upgrades**: Assist in the upgrade of district hardware and software, minimizing disruption to end-users.
- **Troubleshoot and repair:** Diagnose and resolve basic issues with computers, peripherals, network equipment, and software, restoring functionality and minimizing downtime. Escalate complex issues or repairs to higher-level technicians as needed.
- **Respond to emergencies**: Provide immediate support during emergency situations to resolve critical operational issues and ensure continuity of service.
- **Participate in meetings**: Attend meetings as assigned to share information, gather requirements, and contribute to technology-related discussions and decision-making.
- **Perform related duties**: Undertake other related tasks and responsibilities as assigned to support the overall technology needs of the district.

Job Requirements & Skills

SKILLS: Possess the skills to perform multiple technical tasks, with the ability to learn new technologies and adapt to changing job conditions. Proficient in utilizing relevant application and operating system software, adhering to safety practices, and maintaining accurate records.

KNOWLEDGE: Demonstrate a strong understanding of current generation application and operating system software, Internet and intranet protocols, computer hardware (including wired and wireless networking hardware), and safety practices and procedures.

ABILITY: Capable of scheduling activities, gathering and classifying data, and considering various factors when using equipment. Adaptable to changing work priorities, effective in problem-solving, and skilled in communicating technical information to non-technical audiences. Possess mechanical aptitude and the ability to meet deadlines and build strong working relationships.

Responsibility

The District Technical Support Specialist works independently under general guidelines to achieve departmental and organizational goals. This position significantly impacts the district's technology services and requires initiative, resourcefulness, and a commitment to providing excellent customer service.

Work Environment

The work environment involves sitting for extended periods, occasional lifting and moving of equipment, and fine motor skills for working with computers and peripherals. The Specialist may also encounter varying temperatures and potential hazards associated with working with technology equipment. Reasonable accommodations will be made to support individuals with disabilities in performing essential job functions.

Experience

Job related experience with increasing levels of responsibility

Education

High School Diploma
Some College and/or Technology Certifications

Required Testing

Successful Completion of Pre-Employment Process

Additional Qualifications

CA Driver License
Ability to drive/travel to other locations

Continuing Education/ Training

Training attendance at workshops as appropriate

Certificates & Licenses

None Specified

Clearances

DOJ/FBI Fingerprint Clearance
TB Clearance

Supervision

Coordinator of Technology Services

Salary Grade

Range 23

Work Year

12 month employee