# TECHNOLOGY SERVICES SPECIALIST I

## Purpose Statement

The Technology Services Specialist 1 supports the Technology Services department; supports and monitors computer applications within the District technology stack; resolves problems; installs hardware and software, assists in the support of district computers, printers, servers, and related equipment; and provides first-level technical support to District staff.

## Essential Functions

- Supports the Technology Services department in resolving problems to the end user's satisfaction.
- Quickly and effectively responds to requests assigned through the technology issue ticketing system.
- Monitors tickets assigned in the queue and processes tickets based on priority.
- Modifies device configurations, utilities, and software settings for district devices
- Assists with the onboarding of new users.
- Communicates with school site technology personnel, vendors, outside contractors, etc. for the purpose of completing projects/work orders efficiently.
- Installs computer and network equipment, telephone wiring, etc., requiring specialized computer and network skills for the purpose of upgrading and maintaining district technology and maintaining safe and effective computer and network operations.
- Maintains a variety of files and records (manual and computer) (e.g. equipment inventory, service contracts and records, licenses, repair logs,) for the purpose of providing an up-to-date reference and audit trail.
- Maintains database and network applications including analysis, testing and documenting requirements (e.g. email, web browser, server, calendar system, etc.) for the purpose of ensuring that District resources are effectively utilized.
- Supports the maintenance of the District website for the purpose of ensuring accuracy of information and consistency of format.
- Prepares written materials (e.g. purchase orders, inventory lists, reports, memos, letters, etc.) for the purpose of providing written reference and/or conveying information.
- Provides technical support (e.g. walking through computer operations, training on new applications, etc.) for the purpose of ensuring that District personnel can effectively utilize hardware and/or software applications.
- Researches technology-related information for the purpose of recommending District acquisition of hardware and/or software applications.
- Installs, tests, and configures new district devices, peripheral equipment, and software.
- Support the setup, configuration, and deployment of devices for new employees and students.
- Support the upgrade of district hardware and software as required.
- Assists in the repair of computers, peripherals, network equipment, and software.
- Responds to emergency situations to resolve immediate operational issues.
- Assists other personnel to support them in the completion of their work activities.
- Attends meetings as assigned to convey and/or gather information required to perform functions.
- Reports issues to the Technology Services Coordinator for escalation.
- Other related duties as assigned

## Job Requirements & Skills

### Skills

Skills are required to perform multiple, highly complex, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: utilizing pertinent application and operating system software; developing applications/queries utilizing

current generation software; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.

**Knowledge**
Knowledge is required to perform advanced math; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: 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**
Ability is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of types of job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific abilities required to satisfactorily perform the functions of the job include: communicating technical information to non-technical audiences; displaying mechanical aptitude; meeting deadlines and schedules; adapting to changing work priorities; and developing effective working relationships.

**Responsibilities**
Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing multiple departments; and determining the use of funds. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

**Work Environment**
The usual and customary methods of performing the job's functions require the following physical demands: Sitting for extended periods of time, occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling, significant fine finger dexterity, hearing and speaking to exchange information and make presentations. The job is performed under some temperature extremes and some hazardous conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Experience**
Job related experience with increasing levels of responsibility

**Certificates & Licenses**
None Specified

**Education**
High School Diploma or equivalent
Technology Certifications Preferred (MS, Google)

**Clearances**
DOJ/FBI Fingerprint Clearance
TB Clearance

**Required Testing**
Successful Completion of Pre-Employment Process

**Supervision**
Chief Technology Officer

**Additional Qualifications**
Ability to travel to other sites/locations

**Salary Grade**
Range 24

**Continuing Education/ Training**
Training attendance at workshops as appropriate

**Work Year**
260 Days