



Technical Support Specialist I

Department: Technology

Supervisor: Director of Technology

Contract: 260 days

Status: Non-Exempt

Job Summary

Responsible for support and maintenance of the computer hardware and software, including preparation of materials and assisting users with the operation of the equipment or software; coordinate software planning, procurement, setup, and installation related to systems within the district; available to assist with technology throughout the district.

Qualifications

Two year degree in a computer, information technology or related field experience required; appropriate certification preferred; knowledge of modern operating systems; Knowledge in the following applications is required including, Google Workspace, Microsoft Office Suite, Chrome, Google Administrative Console, Mobile Device Management (MDM); Familiarity with standard classroom technology tools; desire to remain knowledgeable regarding technology; ability to communicate technical issues to non-technical personnel and can work on a team and independently. Knowledge of basic troubleshooting and networking; must be highly organized, self-directed, and detail-oriented.

Duties and Responsibilities

- Coordinate, manage, and provide technical support for staff and students.
- District-level support, including VoIP phone systems, website, Google Administrative Console, Intune, Mosyle, and Microsoft Endpoint Configuration Manager
- Asset management of devices.
- Install and configure workstations in a networked environment.
- Assist students and staff in the appropriate use of technology and provide training where needed.
- Provide general care and maintenance of equipment.
- Repair nonfunctioning equipment per the direction of the Director of Technology
- Provide basic printer support.
- Provide basic network/infrastructure support.
- Provide classroom technology support, including interactive displays, projectors, audio, and control systems.

Equal Employment Opportunity Employer

The St. Michael-Albertville School District is an equal employment opportunity employer who applies veteran's preference during hiring in accordance with applicable laws and district policy. The STMA District does not unlawfully discriminate on the basis of race, color, creed, religion, national origin, marital status, sex, status with regard to public assistance, disability, sexual orientation, age, family care leave status or veteran status.