TITLE: **IT Support Staff**

QUALIFICATIONS: Experience and Expertise in Technical Support of Staff, Networking and Computer systems including Windows OS and/or Macintosh OS.

REPORTS TO: Director of Business Services & Technology

JOB GOAL: Meet the needs of students and staff of Coal City Community Unit #1 by providing the best possible computer and network services and provide technical support for day to day staff technical support items.

IT SUPPORT STAFF PERFORMANCE RESPONSIBILITIES:

To perform all duties in a professional, accurate and timely manner.

1. Respond to immediate technical support issues including hardware, network and software problems.
2. Manage users and groups in Active Directory (including email), Voicemail and Macintosh Manager Environments.
3. Management of systems including but not limited to anti-virus, firewall and filters, back-ups, spam filtering, and security auditing.
4. Configure new hardware and maintain/repair/troubleshoot existing hardware.
5. Assist with the installation and configure software.
6. Support peripherals on the network including but not limited to printers, scanners, digital cameras, copiers and telephone systems.
7. Troubleshoot and support network equipment including but nor limited to switches, routers, firewalls and servers.
8. Terminate Cat. V wire as needed.
9. Document procedures and technical support activities/tickets.
10. Maintain inventory of hardware, software and peripherals.
11. Other duties as assigned by Director of Business Services & Technology.

TERMS OF EMPLOYMENT: 190-240 day contract with terms and conditions to be determined annually by the Board of Education upon recommendation of the Superintendent. Other benefits and work conditions are as per established Board of Education policies.

EVALUATION: Evaluation will be in March by Director of Business Services & Technology