

Technology Specialist

DEPARTMENT:	Technology	REPORTS TO:	Director of Technology Services, Principal
WORK SCHEDULE:	12 months	COMPENSATION:	Support Staff Salary Schedule
FULL/PART TIME:	Full Time	FLSA STATUS:	Non-Exempt

Position Description

The Technology Specialist provides technical support for all school technology to ensure all staff and students have continuous use of the district network, hardware, software, phones, and peripheral equipment. Ensures building technology performs optimally.

Task Title	Essential Job Functions	Percent of Time Spent
Technology Support	<ul style="list-style-type: none"> • Provide technical support to students and staff, including diagnosing hardware and software issues and resolving technical problems. • Log issues into the user support and work order systems. • Perform preventative maintenance, cleaning, and minor repairs to computers and equipment • Install equipment and software, upgrade operating systems, • Troubleshoot issues with access points, switches, and connectivity. • Create and update technical documentation, including user guides, system manuals, and how-to videos • Provide training to end users on new technologies and tools. 	50%
Projects and rollouts	<ul style="list-style-type: none"> • Collaborate with teams to plan, implement, and manage IT projects such as system migrations, software rollouts, cybersecurity measures, and infrastructure upgrades. • Collaborate with stakeholders to evaluate technology solutions • Assist with major technology projects and rollouts (MFA, phone installs, device updates, etc.) 	25%
Device Management	<ul style="list-style-type: none"> • Distribute and collect devices from staff and students. • Set up new devices for staff and students. • Manage devices in mobile device management system. 	15%
Inventory Management	<ul style="list-style-type: none"> • Order supplies, software, equipment, and equipment repair in line with the approved budget. • Maintain records for technology equipment and device inventories 	10%
Other	<ul style="list-style-type: none"> • Other duties as assigned. 	

The intent of this job description is to provide a representative description of the types of duties and responsibilities required for this position. Employees may be asked to perform other job-related duties as assigned.

Supervisory Responsibilities

- **Supervisory Responsibility:** None.
- **Supervisory Activities:** N/A
- **Budget Signing Authority:** No budget signing authority.
- **Decision-making Authority:** Decisions impact a small team or program.

Qualifications

Required

- **Education and Related Work Experience:** The following combinations meet the minimum requirements:
 - Two years of college/associate degree in information technology or a related field and 1 year of work experience troubleshooting computer hardware and software issues.
 - High school diploma/GED and 3 years of work experience troubleshooting computer hardware and software issues.
- Knowledge of macOS and Windows operating systems required.

Preferred

- Experience with deploying, maintaining, and managing iPads and iOS hardware and applications.

Knowledge & Skills

Knowledge

- **Basic:**
 - Administrative: Administrative and office procedures, functions, and basic office tasks,
 - Machines/Tools: Machines and tools, including their uses, repair, and maintenance.
 - Education/Training: Principles and methods for curriculum and training design, teaching and instruction, and measuring training effects.
 - Safety/Security: Equipment, policies, and procedures for the protection of people, data, property, and the organization.
 - Law/Government: Relevant local, state, and national laws and government regulations including KSD Board of Education policy
- **Intermediate:**
 - Management: Business/management principles involved in resource allocation, and coordination of resources.
- **Advanced:**
 - Computers/IT: Electronic equipment, and computer hardware and software, including applications.
 - Customer and personal service: Principles and processes for providing customer and personal services.

Skills

- **Constantly (More than 5.6 hours or 69% of the day):** Speaking, Troubleshooting
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Reading Comprehension, Active Learning, Active Listening, Critical Thinking, Monitoring, Time Management, Coordination, Service Orientation, Systems Analysis, Equipment Maintenance, Equipment Selection, Installation, Technology Design
- **Occasionally (Up to 2.5 hours or 32% of the day):** Mathematics, Instructing, Management of Material Resources, Social Perceptiveness, Complex Problem Solving, Judgement and Decision-making, Systems Evaluation, Writing, Learning Strategies, Repairing
- **Rarely: (Less than 1 hour or 12% of the day):** Persuasion, Operation Monitoring

Work Environment and Physical Demands

Physical Activities/Sensory Abilities

- **Constantly (more than 5.6 hours or 69% of the day):** Finger-Hand Dexterity,
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Sitting, Standing, Walking, Carrying/Lifting, Hearing
- **Occasionally (Up to 2.5 hours or 32% of the day):** Crouching, Balancing, Color Vision, Repetitive Motion, Reaching
- **Rarely: (Less than 1 hour or 12% of the day):** Crawling, Pushing/Pulling

Mental and Psychological Demands:

- *Medium demands:* The job requires some mental effort and involves moderate levels of stress (e.g., Occasional need to deal with difficult customers or manage emotions when interacting with others, sometimes work under tight deadlines, limited or no exposure to public criticism, occasionally requires extended periods of concentration on complex tasks).

Work Type/Physical Demands

- *Medium work:* Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Working Environment

- *Everyday risk and discomfort level:* The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, residences, or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals. The work area is adequately lighted, heated, and ventilated.

EEO Statement

Kirkwood School District is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, age, disability, or sex, including pregnancy, sexual orientation, and gender identity and other characteristics protected by law.

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