



JOB DESCRIPTION

Job Title	Information Technology Support Specialist
Department	Information Technology
Reports To	Technology Repair Support Supervisor
Classification	Hourly Classified
Location	
Salary	On Schedule
Length of Contract	12 Months

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The Information Technology Support Specialist assists with daily operations, troubleshooting, installation and maintenance of technology equipment and systems of the Eau Claire Area School district. The IT Support Specialist will provide first response to Helpdesk incidents and requests, assist in maintaining the technology knowledge base, create documentation of processes, and assist in the creation of training materials. The IT Support Specialist will be responsible for inventory control, circulation, and maintenance of technology equipment as necessary.

Essential Job Functions

- Provides coverage and support for the Information Technology Department as directed by supervisor.
- Monitors District Helpdesk and provide first level support for general incident resolution and/or escalation through proper support channel.
- Vets Helpdesk incidents and requests, through contact with customer, to ensure that tickets are complete and actionable when they are escalated through the appropriate technology support channel.
- Utilizes remote tools to interact with customers and assist them in resolving issues, share knowledge base articles, or provide customers with training and assistance.
- As part of a Knowledge Base Team, authors, reviews, improves, and provides initial approval of documentation related to troubleshooting protocols, issue resolution, training guides, maintenance scheduled, configurations, and processes submitted by colleagues.
- Clearly documents features, technical specifications, and self-produced technical work and job processes.
- Assists with tracking technology equipment from order to disposal using the District's inventory system.
- Assists in maintaining inventory supplies.
- Assists with basic account issues, including password resets and password recovery tools.
- Coordinates and schedules resources for large scale events (testing, pep rallies, conferences, professional development events, etc.).

- Sets up and instruct staff on how to operate a variety of presentation equipment.
- Assists students and staff in technology related projects as necessary or as directed by supervisor.
- Configures, installs, and maintains devices (hardware and software) as directed.
- Performs general and preventative maintenance of technology equipment (e.g. perform minor repairs, clean equipment, troubleshoot problems).
- Investigates product comparisons and place orders for items as directed.

Ancillary Job Functions

- Maintains positive relationships with staff, students, parents, and the general public.
- Utilizes personal communication as a primary means to bring people together and build trust.
- Keep stakeholders informed and gather critical feedback to improve processes and relationships
- Willingly participates in growth opportunities and trainings that will strengthen the team and support the District's mission.
- Contributes to team effort by accomplishing related tasks and projects as needed or assigned.
- Performs a wide variety of clerical duties as needed.
- Performs other related duties as assigned.

Required Qualifications – Required qualifications to effectively perform the job at the time of hire. An equivalent combination of education, training, and experience will be considered. Additional requirements and/or substitutions may be requested and require the approval of HR.

- Associate degree or two years of experience in relevant technology area.
- Experience in customer service
- Completion of recognized training in computer programs such as Microsoft Office Suite and Cloud based productivity storage systems or demonstrated equivalent experience.
- Valid driver's license and ability to provide transportation to move throughout the district as needed.

Preferred Qualifications – Highly desired education, training, and/or experience that may be helpful in performing the job, if applicable.

- Experience or Training in:
 - Technology related troubleshooting and resolution
 - Helpdesk ticketing system and knowledge base systems
 - Technical writing, production of end user documents, and training materials
- A working knowledge of the following:
 - Cherwell IT Management Software for Helpdesk
 - Office 365 Services including SharePoint
 - Low Voltage systems, primarily for audio and video
- Basic knowledge of computer hardware and repair.

Knowledge, Skills, and Abilities – May be representative, but not all-inclusive, of those commonly associated with this position.

- Ability to work independently without direct supervision within stated procedures and policies.
- Efficient organizational skills.
- Mechanical aptitude
- Artistic/creative aptitude.
- Effective oral and written communication skills.
- Ability to work cooperatively with others.
- Ability to operate and maintain a variety of modern office equipment.
- Ability to perform varied and complex clerical and technical tasks.
- Ability to prepare accurate and complete records and reports.
- Ability to cross-train and have flexibility in duties as assigned.
- Ability to serve as a positive role model for students, demonstrating responsible and thoughtful behavior
- Demonstrates an understanding and use of differentiation in educational practices to address the achievement gaps.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Normal office environment.
- May be exposed to risk of electrical shock.
- Moderate noise levels.

Physical Requirements – The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Frequently required to sit and work at a desk/computer for extended periods of time.
- Frequently required to stand for prolonged period, up to six hours per day.
- Regularly required to talk and listen.
- Must be able to have repetitive wrist/hand/finger movement to work on computer and/or related office equipment.
- Must be able to hear. Stand/walk, reach with hand/arms, and stoop/kneel/crouch/climb ladders.
- Required to drive to other locations.
- The employee shall remain free of any alcohol or illegal substance in the workplace in compliance with Policy 4122.01 throughout his/her employment in the District.