



Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title: **IT Support Center Specialist**
Job Family: **Classified – Information Technology**
Prepared/Revised Date: **August 1, 2025**

FLSA Status: **Non-Exempt**
Pay Range: **IT15H**
Job Code: **38242**

SUMMARY: Responsible for serving as the first point of contact for district staff seeking technical assistance. This entry-level position supports intake across approved communication channels, gathers essential information, performs basic troubleshooting, and routes tickets to the appropriate team using strong customer service skills, clear documentation, and effective use of district knowledge resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Serve as the initial point of contact for all technology support requests via phone and approved digital channels. Provide timely, high-quality, and customer-focused service. Perform basic troubleshooting and route unresolved issues to the appropriate team or technician.
2. Accurately log all support requests, issue details, troubleshooting steps, and resolutions using the district's ticketing system. Ensure timely updates and follow-ups with end users.
3. Leverage existing knowledge articles and resources when assisting users. Identify common questions or knowledge gaps and contribute to the development or improvement of internal documentation.
4. Participate in technical team meetings and training sessions. Share relevant updates and contribute to discussions about improvements to support processes.
5. Actively participate in onboarding, mentoring, and professional development opportunities to strengthen technical and communication skills. Demonstrate a commitment to continuous learning.
6. Pursue continuous professional development by staying updated on district technology standards, industry trends, and emerging skills, while embracing challenges and maintaining a growth mindset.
7. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or GED required
- Two years of experience in a customer service, call center, or school/district support environment is required

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid US driver's license



TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Strong verbal and written communication skills, with the ability to communicate technical information clearly and respectfully
- Demonstrated ability to remain calm, patient, and solution-focused when assisting users with technology challenges
- Basic understanding of computer systems, mobile devices, and common software applications (operating systems, browsers, productivity tools, Office 365)
- Ability to follow procedures and use a ticketing system to log, track, and resolve support requests
- Eagerness to learn new systems and develop technical skills over time
- Ability to work independently and collaboratively in a team environment
- Strong organizational and time management skills
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Intermediate operating knowledge of and experience with endpoint devices, peripherals and audio-visual equipment
- Intermediate operating knowledge of and experience with wide variety instructional and business software.
- Operating knowledge of and experience with typical office tools such as e-mail, productivity software, telephones, copier, fax machine, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Technical Support Specialist Manager	
Direct reports:	This job has no direct supervisory responsibilities.	



STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate			X	
Instruct			X	
Compute		X		
Synthesize			X	
Evaluate			X	
Interpersonal Skills				X



MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compile			X	
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	