Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Technical Support Specialist I**	FLSA Status:	**Non-Exempt**
Job Family:	**Classified – Information Technology**	Pay Range:	**IT45H**
Prepared/Revised Date:	**August 1, 2025**	Job Code**:**	**38227**

SUMMARY: Responsible for providing district-wide technical support, which may include both district building and school locations. Ensure that all end users have access to functional, reliable technology by supporting district approved endpoint devices, computer peripherals, software, and communication devices. Serve as the primary technology support, offering consultative customer service and acting as a liaison between the Information Technology (IT) Department and district staff. Collaborate with other IT personnel and participate in project teams to provide technical expertise, represent the workgroup, and support district-wide IT initiatives. During the summer, focus is on project work readying IT assets for the start of the next school year.

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. Delivery consistent, quality, user support through approved channels by providing consultative customer service, resolving issues efficiently, and translating technical concepts into clear, use-friendly solutions.
2. Ensure user satisfaction through timely follow-ups, proactive problem-solving, and adherence to service-level agreements (SLAs).
3. Troubleshoot and triage basic technical issues of district-approved software, hardware, and devices for end users via approved channels.
4. Provide basic end-user guidance on how to access and use district knowledge base resources to promote self-service and improve technology confidence.
5. Manage and maintain technology assets, including tracking inventory, deploying devices, and coordinating disposal of retired hardware.
6. Deploy and maintain district-standard operating systems and applications on devices.
7. Coordinate with IT and project teams on large-scale deployments, asset management, and training support.
8. Collaborate with IT staff to track system problems proactively and user testing.
9. Document processes, maintain knowledge base resources, and align with district IT standards.
10. Manage mobile devices, user accounts, and group memberships using IT administrative tools.
11. Prioritize and manage time effectively to support multiple responsibilities within assigned zones. Travel between district sites and work in varied physical environments, including classrooms, offices, and tech rooms.

12. Participate in ongoing training and professional development to stay current with district technology standards and embracing challenges with a growth mindset.
13. Perform additional duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent required; associate degree in Information Technology, Computer Science, or a related field is helpful but not required
- One to two years of experience in a customer support, help desk, or technology-related role preferred
- Demonstrated interest or ability to learn and apply new technologies

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid US driver's license
- Industry Certifications (e.g., CompTIA A+, Google IT Support, Microsoft) desired

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Ability to learn and apply new technical concepts quickly, with training and mentorship provided
- Familiarity with or willingness to learn Windows and macOS operating systems, mobile devices, and common software platforms (Google Workspace, Microsoft 365)
- Strong customer service and interpersonal communication skills, including the ability to translate technical information into clear, user-friendly language
- Comfort working in a fast-paced environment with shifting priorities and diverse users
- Basic understanding of troubleshooting steps or problem-solving methods; curiosity and persistence in resolving issues
- Ability to document support interactions and follow processes
- Willingness to contribute to a collaborative, inclusive team environment
- Commitment to confidentiality, professionalism, and adherence to district policies and procedures
- Strong organizational and time management skills
- English language skills
- Ability to manage multiple tasks with frequent interruptions
- 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:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Technical Support Services 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
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	