Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Technical Support Specialist II**	FLSA Status:	**Non-Exempt**
Job Family:	**Classified – Information Technology**	Pay Range:	**IT55H**
Prepared/Revised Date:	**August 1, 2025**	Job Code:	**38229**

SUMMARY: Responsible for providing escalated technical assistance for district-approved devices, software, peripherals, and AV equipment in a district-wide Tier 2 support role. Serve as the technical escalation point for Tier 1 technicians and accountable for identifying root causes, contributing to problem management, and ensuring high-quality technical resolutions aligned with ITIL (Information Technology Infrastructure Library) practices. Support all district staff with timely, courteous, and knowledgeable service. Train and support Tier 1 staff to maintain knowledge base documentation and participate in cross-functional project teams to support broader 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. Provide second-level technical support through approved channels for endpoint devices, peripherals, software, and AV equipment. Travel between district sites and work in varied physical environments, including classrooms, offices, and tech rooms.
2. Identify and document patterns and recurring issues for potential Problem Record creation and escalations.
3. Collaborate with Tier 1 technicians to ensure accurate ticket routing, documentation, and resolution, providing coaching or redirection when necessary.
4. Write, review, and approve Knowledge Base articles to ensure information is accurate, accessible, and aligned with district technology standards.
5. Communicate effectively by translating technical concepts for non-technical audiences, collaborating across teams, and aligning solutions with business goals.
6. Deploy, configure, and troubleshoot endpoint devices and supported applications.
7. Develop and deliver technical training sessions for staff in group settings, supporting district-wide initiatives and promoting effective use of technology and support resources.
8. Manage and maintain accurate inventory of technology assets and associated systems.
9. Participate in and lead technical projects as assigned, supporting implementation and continuous improvement efforts.
10. Maintain current knowledge of technology tools and ITIL best practices through ongoing training and professional development.

11. Participate in IT planning and support efforts during large-scale initiatives such as refresh cycles or school year preparation.
12. Document technical procedures and workflows for repeatable service delivery and support knowledge sharing.
13. Perform additional duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Associate degree in Information Technology, Computer Science, or related field
- Minimum four years of experience providing technical support in a professional setting
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid US driver's license
- Current CompTIA A+ certification required
- Industry-standard certifications (ITIL, JAMF, Google Admin, Microsoft) preferred

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced knowledge of Windows and macOS operating systems
- Experience with MDM platforms (SCCM, JAMF, Google Admin Console)
- Solid understanding of network concepts (TCP/IP, DHCP, DNS)
- Advanced troubleshooting and diagnostic skills across software and hardware
- Strong customer service, time management, organizational, and interpersonal communication skills
- Ability to analyze recurring issues and recommend improvements to prevent future occurrences
- Experience with ticketing systems and knowledge management platforms
- Ability to work collaboratively across teams and departments
- Capacity to handle sensitive information with discretion
- Ability to manage multiple tasks with frequent interruptions
- English language 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:

- 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	