Job Description

**Title:** Technology Support Specialist  
**FLSA Status:** Non-exempt

**Classification:** Administrative Support

**Immediate Supervisor:** Director of Technology

**Job Summary:** This position is responsible for non-server hardware/software setup, maintenance and troubleshooting; primarily assigned to a specific subset of schools, but must help wherever needed. This position serves as the front line for all technology support in assigned buildings, working with staff to ensure technology is utilized to the fullest extent possible.

**Hiring Specifications:**

**Education**
- Associate’s degree in computer networking, computer science, computer information systems, management information systems or related field or equivalent work experience required
- Bachelor’s degree or 4 years equivalent work experience preferred

**Certification**
- A+ certification preferred

**Experience**
- Experience with computer servicing, networks and software
- Experience with troubleshooting computer problems
- Experience communicating with a diverse user group

**Skills, Knowledge & Abilities**
- Willing to learn and keep technical skills current
- Ability to troubleshoot problems and come to a resolution
- Ability to communicate with a diverse group of people with varying technical backgrounds
- Ability to work independently and in a team environment
- Good organizational skills
- Ability to take initiative

**Technology Requirements**
- Knowledge of computer servicing and software
- Knowledge of various Microsoft operating systems
- Knowledge of A/V systems
- Knowledge of computer hardware

**Supervision of Others:**
- N/A

**Personal Contacts:**
- All district personnel
- Technology staff members

**Job Duties (Essential Functions indicated with E):**
1. Installs, maintains and upgrades computer hardware, peripherals, software and other technology equipment. E
2. Delivers and configures new hardware/software. E
3. Assists in basic networking support including physical cabling.
4. Orders parts.
5. Maintains accurate records of service status and resolution through the district’s help desk system. E
6. Troubleshoots hardware/software problems for computers as well as peripherals and other equipment. E
7. Maintains professionalism at all times. E
8. Mentors staff on the effective use of available technology. E
9. Serves as a resource for staff to consult in expanding technology usage. E
10. Assists Media Specialists with the necessary hardware and software training to facilitate their technology requirements. E
11. Maintains accurate inventory records for all district equipment. E
12. Performs other duties as assigned.

**Physical Requirements:**

| A. Standing | NEVER 0% | OCCASIONAL 1-32% | FREQUENT 33-66% | CONSTANT 67%+ |
| B. Walking | X |
| C. Sitting | X |
| D. Bending/Stooping | X |
| E. Pushing/Pulling | X |
| F. Reaching | X |
| G. Climbing/Stairs | X |
| H. Driving | X |
| I. Lifting | Up to 75 lbs. |
| J. Carrying | X |
| K. Manual Dexterity Tasks | Telephone | X |
| | Computer | X |
| | Other | |
| L. Working Conditions | Inside | X |
| | Outside | X |
| | Extremes in temp/humidity | X |

**Terms of Employment:** Twelve-month contract per Board policy and administrative guidelines.

**Date Last Revised:** 10/7/10