

Job Title: TECHNOLOGY SUPPORT SPECIALIST
Department: Technology
Reports to: Director of Technology, Assistant Superintendent
Classification: Non-exempt / Support Staff
Employment: 12 months / At-will
Evaluation: Performance of this job will be evaluated annually in accordance with provisions of the board's policy on evaluation of support staff personnel.

SUMMARY

This position provides staff and students in the district with assistance with the student records programs and support with hardware and software technology needs

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, skills and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. Provides support with the student records program.
2. Provides technical support for Windows 7, 8, 10, Microsoft Office, Chrome, Firefox, and Google Apps for Education.
3. Creates and maintains user accounts on Domain Controllers, AXSIS, Google and Moodle.
4. Works with, and maintains new hardware and computers coming to the district.
5. Maintains confidential nature of all school-related matters.
6. Performs other tasks and assumes other responsibilities as assigned by the supervisor or Superintendent.

SUPERVISORY DUTIES

N/A

QUALIFICATIONS

Background Checks

Clearance on all background checks required by law that is satisfactory to the Administration.

Education/Experience

A minimum of a high school diploma (or its equivalent), a basic knowledge of and computer experience in word processing, database, and spreadsheets. Additional experience or education in technology related areas is beneficial.

SKILLS AND ABILITIES

Language

Communication (written and verbal) skills – high proficiency

Computation

Math skills – high proficiency

Reasoning

Reasoning skills such as investigating and fact gathering, problem-solving and the ability to interpret and follow directions are critical to job performance – high proficiency

Technology

High proficiency.

Additional Skills and Abilities

Interpersonal communication and the ability to work closely with a group – high proficiency

PHYSICAL DEMANDS

The physical demands described here 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.

Physical Requirements

The individual who holds this position is regularly required to walk (generally 1 to 3 mile a day; occasionally – 3 or more miles a day, such as larger summer projects or migrations), hear and speak (normal to semi-noisy environment) and must have close vision, color vision, peripheral vision and depth perception, along with the ability to focus. This position requires prolonged computer use.

Physical requirements also include, but are not limited to, reaching with hands/arms, using hands/fingers to handle objects and operate tools and/or controls, sitting (normal seated position), standing, walking (level or uneven surface), bending/twisting neck, bending/twisting at the waist, kneeling, crouching, crawling, climbing, reaching, lifting (up to 50 lbs.), carrying objects (up to 50 lbs.) while walking, pushing, pulling, presence of heat (summer high temperatures, high humidity, ovens, furnaces, etc.), presence of cold (winter low temperatures, walk-in refrigerator/freezer).

Hours / Attendance / Travel

37.5 hours per week, Monday through Friday, Beginning and ending time set by supervisor.

Regular attendance is an essential function of the job.

Outside of the normal Monday through Friday work hours, this position requires irregular hours – summer projects, processes that cannot be done during regular hours, and other events/meetings as necessary.

Some travel is required – delivering repaired technology, moving devices from one building to another, transporting equipment and materials from storage locations to their implementations and other travel as necessary. The ability to drive a car is a must.

CONDITIONS AND ENVIRONMENT

The work conditions and environment described here are representative of those that an individual will encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Office environment: Typical
Deadlines: Frequent
Risk of injury: Minimal
Noisy environment: Routine (visitors, phones)
Distractions: Routine (visitors, phones)
Exposure to disease: Minimal, sporadic
Outdoor work: Occasionally

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