



## Technology Support Specialist (12 month, Full Time)

This position consists of supporting the CUSD1 technology infrastructure. Applicants will work with a variety of programs and hardware throughout the day and perform regular maintenance to information systems. Applicants should be able to work in a team, meet deadlines and use critical thinking skills to solve complex problems that arise throughout the day. Applicants will answer directly to the Director of Infrastructural Technology.

As a Technology Support Specialist, the applicant will complete daily duties consisting of:

- Supporting teachers, staff, students and parents with technology needs and questions. This includes on site and remote help via Remote Desktop.
- Track assets and updating the inventory system in real time.
- Updating and re-imaging computer systems via MECM
- Work with a variety of technologies including, but not limited to: laptops, desktops, tablets, cell phones, projectors, printers, copiers and Smart Boards.
- Run cabling for network access across buildings, through ceiling systems.
- Terminate network cables, patch panels and wall mounted face plates.
- Diagnose and repair Windows based platforms both on premises and in the cloud.

Applicants should be experienced in the following software:

- Windows 10
- Windows 11
- Windows Server 2016+
- VMware
- Office 365 and all relevant applications

Experience with the following applications is desired but not explicitly necessary:

- Skyward Database or comparable SIS platforms
- Incident IQ
- Sophos Intercept X
- Content Keeper or comparable Internet Security applications

Applicants should have at least a two-year degree in a technology related field. Vendor neutral certifications such as CompTIA A+, CompTIA Network+, CompTIA Security+, are desired for applicants who lack real world experience. Applicants should be able to lift loads of at least 50 lbs. and work from atop a ladder.