

TECHNOLOGY SUPPORT SPECIALIST

QUALIFICATIONS:

Certification:

- Associate's Degree in a computer/technology related field.
- A+ Certification or willingness to obtain A+ Certification within 3 months of hire
- Demonstrate technical skills/abilities and aptitude for utilization of varied computer software and hardware including but not limited to: Ethernet, TCP/IP, Microsoft domain experience preferred.
- Effective oral and written communication skills and customer oriented.
- Such alternatives to the above qualifications as the Board may find appropriate and acceptable

REPORTS TO:

Direct Supervisor: Technology Center Supervisor

VISION:

The Technology Support Specialist will assure the efficient installation and support of hardware, end user software, printers and related equipment in District 108. The average response time and completion percentages will be at or above acceptable levels for service requests submitted to the online tech support database program. The Technology Support Specialist will maintain the necessary expertise to operate and maintain the operational systems.

JOB GOALS:

- Software and equipment will be installed and debugged in a timely manner.
- Troubleshooting and repair of software and equipment will be accomplished efficiently and effectively.
- Customer satisfaction and opinion of the Technology Center will be positive.
- Actively pursue self-improvement to remain competent in a field characterized by constant change and improvement, with special attention to educational technology and other technologies used in District 108.

RESPONSIBILITIES:

Coordinate technical support program:

- Oversee the entire technical support program. Set priorities - schedule assignments, repairs and maintenance
- Train and facilitate the work of tech interns employed by the district
- Troubleshoot and repair all network and end user electronic equipment use in the district
- Troubleshoot and consult on the use of all end user software in the district
- Install, maintain, upgrade, image all end user equipment and software as needed
- Troubleshoot end user network connectivity

Coordinate technology deployment:

- Responsible for the management and scheduling related to the deployment of hardware and software in the classrooms.
- Maintain hardware/software inventories.
- Manage deployment and provide technical support for telephone system
- Technology training for end users
- Responsible for the management and deployment of iPads in the schools
- Coordinate work with outside vendors

TERMS OF EMPLOYMENT:

Work Day: 7.5 hours per day

Work Year: 200 Days

Non-Bargaining Unit Position

Salary and Benefits: Determined by Board of Education