**District Technology Support Specialist - Level 1**

**Job Title:** District Technology Support Specialist - Level 1

**Department:** Instructional Support

**Reports to:** Assistant Superintendent

**Classification:** Non-Exempt

**Category:** Support Staff

**Summary**

This position will provide technical support for hardware repair, loading of software, systems client setup, work station configuration, user support, email, student management software, library software, general network troubleshooting for assigned locations in the district.  This individual should be able to share technical expertise in the development, configuration, repair and troubleshooting resolutions in this area of technology.

**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.*

* Assist in planning, implementing, and supporting the district’s computer network.
* Install, troubleshoot and repair district technology device hardware, peripherals, network, and stand-alone software.
* Assist in troubleshooting basic LAN/WAN problems.
* Utilize all available tools and resources to diagnose and resolve problems.
* Work in an environment that includes dust and heat, lift and carry up to 40 pounds, and climb a ladder to service equipment.
* Assist in training administrators, faculty, and staff on all technology appliances and applications to integrate technology into the curriculum.
* Install, configure, and maintain technology devices in both a stand-alone and/or network environment to include installing hardware, software and updates and virus software.
* Assist in troubleshooting internet/intranet connectivity.
* Use network administration tools to manage user accounts, network applications, etc.
* Effectively diagnose and troubleshoot malfunction of hardware devices, including laptops, tablets, desktops, printers, scanners, barcode readers, digital cameras and other technology tools.
* Assist in researching and implementing preventative maintenance procedures for district technology devices.
* Assist in providing technology orientation to new staff.
* Travel in district when required to provide services and deliver or pick-up technology equipment.
* Work with all staff members in a professional manner.
* Perform other duties as assigned.

**Supervisory Duties**

     None

**Qualifications**

1. Associate Degree or equivalent combination of education and work experience.
2. Possess valid Driver’s License and reliable transportation in order to support multiple locations in the district.

**Skills and Abilities**

**Language**

An individual who holds this position must have the ability to: Read and comprehend simple written and oral instructions, short correspondence and memos. Write short correspondence and memos. Communicate one on one and in small groups.

**Reasoning**

An individual who holds this position must have the ability to: Understand and follow verbal and written instructions. Occasionally solve problems involving concrete variables within standardized situations.

**Soft Skills**

Ability to work equally well in team or individual situations and to be self motivated  to be successful in a minimally-supervised environment. Also possesses a willingness and strong ability to try and learn new skills as they become necessary.

**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.*

An individual who holds this position: Is frequently required to stand, stoop, bend and kneel. Must have both close and distance vision. Must frequently lift or move up to 40 pounds.

**Hearing**

The employee must be able to hear a conversation in a noisy environment

**Attendance**

Consistent and regular attendance is an essential function of this position, occasional work required outside of normal working day hours.

**Conditions and Environment**

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

The individual who holds this position will regularly work in a school environment that is noisy and active. Occasionally the individual will be required to work outdoors for short periods of time.