HESPERIA UNIFIED SCHOOL DISTRICT
POSITION DESCRIPTION

TECHNICAL SUPPORT SPECIALIST

JOB PURPOSE STATEMENT: The job of the Technology Support Specialist is done for the purpose of establishing and maintaining site technology operations, coordinating with the District Informational Technology Department, informing the site of District-supported hardware and software, instructing staff and students on various technology and software applications, and providing written support and/or conveying information regarding educational technology.

Essential Job Functions:

- **Assists** with the troubleshooting, configuration, and maintenance of local area networks (LANs) and wide area networks (WANs)
- **Assists** personnel and related clientele in the operation of technology, local and network printers, and other related peripheral equipment (mobile devices, tablets, interactive whiteboards, projectors, scanners)
- **Assists** personnel and related clientele with manufacturers' technology support and warranty issues
- **Assists** in coordinating technology support for all District and State testing needs
- **Attends** all required training sessions and meetings, and successfully interacts with teachers, administrators, and students
- **Coordinates** with site administrators and District web developer in the regular updating of the school website
- **Coordinates** and/or instructs students and teachers for the purpose of complementing classroom instruction in the various software applications and the use of technology
- **Coordinates**, prepares, and maintains inventory and documentation of all site technology and peripherals, including the collection and distribution of devices and receipts and/or fines for lost or damaged devices
- **Coordinates** with students, teachers, and technical support personnel for the purpose of maintaining campus technology and with other staff for the surplus of outdated equipment
- **Ensures** required annual internet safety instruction, such as CIPA, has been provided to all students; may recommend materials or provide materials to teachers and/or administrators
- **Manages** and supports student and staff access accounts
- **Performs** software and operating system installation and upgrades in alignment with current District standards
- **Performs** installation, configuration, troubleshooting, and repair of site technology, including, but not limited to, computers, Chromebooks, tablets, computer peripherals, application software, and AV equipment
- **Prepares** and maintains records of Help Desk tickets of work performed on site and work forwarded to IT, tracking and supporting site technology issues and site needs in order to ensure excellent customer service
- **Recommends** computer hardware and software application acquisitions aligned to District standards for the purpose of ensuring availability instructional materials

Other Job Functions:

- **Assists** assigned school site in developing the technology budget to ensure technology is upgraded and replaced in accordance with the District Technology Plan
- **Assists** other personnel, as needed, for the purpose of supporting them in the completion of their work activities
- **Directs** assigned workers (students, computer assistants, parent volunteers, etc.) to provide assignments and effectively utilize resources
- **Performs** routine user account maintenance to assure availability of network resources
- **Provides** feedback on student performance to teachers and students to assess the effectiveness of instruction

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Job Requirements - Qualifications:

Knowledge, Skills, and Abilities:

Knowledge of current operating systems, mobile computing devices, basic troubleshooting of hardware, software and networks is required.

Skills are required to perform multiple specialized technical tasks. Specific skills include applying pertinent codes, policies, regulations, and/or laws; communicating with persons of varied cultural and educational backgrounds; preparing and maintaining accurate records; utilizing pertinent software applications; and demonstrating keyboard/computer literacy.

Abilities are required to deal with a level of complexity of tasks that require significant flexibility with equipment operations and/or people, coordinating of others' schedules and/or activities, maintaining discretion, and practicing independent action and/or judgment when using equipment and/or working with people. Specific abilities include adhering to safety practices; attentiveness to detail; meeting deadlines and schedules; and working under time constraints. The employee who holds this position must be able to type 40 wpm and is required to lift a minimum of 50 lbs.

Working Environment: The job functions are generally performed in an indoor environment requiring the following significant physical demands: significant lifting, carrying, pushing, and/or pulling; climbing and balancing; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity.

Educational Requirements: A high school diploma or equivalent, and a minimum of twelve (12) college or vocational credits in computer operation, installation, maintenance, and repair, are required.

Experience Requirements: Two years' job-related experience in a networked computing environment with increasing levels of responsibility is preferred.

Licensing, Certification, Testing Requirements: Fingerprint/criminal justice clearance and Tuberculosis clearance are required. An Associate's Degree or higher in a related field or a current technology certification (such as A+, CCNA, and CCNE is required.

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