

BARRINGTON COMMUNITY UNIT SCHOOL DISTRICT 220
BARRINGTON, ILLINOIS 60010

JOB DESCRIPTION

TITLE: District Technology Support Specialist (Tier 3)

QUALIFICATIONS:

1. Possess excellent communication, interpersonal, organizational, and presentation skills, both written and verbal, with a strong customer-service attitude.
2. Ability to establish and maintain effective working relationships with staff, students, and the public.
3. Ability to work efficiently as part of a team.
4. Ability to work with people and communicate technical issues.
5. Demonstrate strong analytical, organizational, and problem solving skills.
6. Demonstrate proficient use of English language in written and oral forms.
7. Ability to work independently and perform tasks without direct supervision.
8. Ability to organize and prioritize multiple tasks, maintain records, and to work with interruptions.
9. Possess a technical aptitude and demonstrate troubleshooting and problem solving skills.
10. Ability to respond promptly to assigned tasks, support requests and incidents, phone calls, and emails.
11. Extensive experience with computer and mobile device operating systems.
12. Possess an understanding of advanced networking concepts.
13. Extensive experience with computer and mobile device application installations.
14. Demonstrate an advanced understanding of use and troubleshooting of spreadsheet, word processing, and presentation software.
15. Extensive experience repairing computers and mobile devices.
16. Expert experience in two or more Barrington 220 technology management systems or technological disciplines. Certifications in technology systems or disciplines preferred.
17. Experience working with Apple GSX (Global Service Exchange) system preferred.

REPORTS TO: Technology Support Supervisor and System Administrator

SUPERVISES: Occasional Part-Time Student Assistants

PURPOSE OF JOB:

This position provides advanced technology support for end users and technology staff through troubleshooting and problem solving. This position serves as an additional point of contact for technical support and is responsible for creating and managing initial and escalated support request tickets. Primary responsibilities include providing on-site support, remote support, and answering help desk phone calls. This position also assists in the operation and maintenance of technical systems currently place at Barrington 220. This position works with Tier 1 and Tier 2 technology staff members to foster a team environment while teaching advanced knowledge and expertise. This position is evaluated by Technology Support Supervisor and System Administrator.

ESSENTIAL FUNCTIONS:

1. Provide on-site, phone, and remote support to Barrington 220 stakeholders as required.
2. Create, monitor, track, schedule, update, and close District work orders within the ticketing system in a timely manner.
3. Effectively hand off issues to higher level technical support personnel or appropriate individuals in other departments.
4. Follow through to ensure problems are resolved and customers are updated.
5. Develop in-depth product knowledge in order to resolve customer questions and issues and contribute to the Knowledge Base
6. Assist Tier 1 Technology Support Associates and Tier 2 Technology Support Specialists.
7. Assist with password resets for network and email accounts as needed.
8. Provide advanced technical support for computers, mobile devices, and other equipment.
9. Troubleshoot and resolve device network connectivity issues.
10. Provide advanced application software support.
11. Assist in the maintenance of records and inventory.
12. Create operating system images and application deployment packages.
13. Assist with device deployment when requested.

14. Repair hardware devices including, but not limited to, Mac and PC desktops, laptops, and mobile devices.
15. Achieve a high level of knowledge and skills necessary for operating and maintaining three or more of the major technical systems currently in place as determined by the supervisor. Such systems include but are not limited to Apple GSX, inventory, device management, printing, and audio/visual.
16. Operate and maintain district technical systems by participating in a self-learning environment which includes, but is not limited to, reviewing manuals, researching web sites, webinar participation, and district-approved training.
17. Share knowledge and experience gained by mentoring Tier 1 Technology Support Associates and Tier 2 Technology Support Specialists.
18. Performs other tasks and responsibilities assigned by the supervisor.

PHYSICAL CONTEXT OF THE JOB:

This position requires the ability to lift and move computer equipment up to 40 pounds. Climbing, lifting, bending, and reaching are routine activities of the position. Driving between district buildings is required. Use of hand tools is required. The position could include prolonged periods of sitting, walking, and/or standing.

TERMS OF EMPLOYMENT: (Completed by the Office of Human Resources)

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|--------------------------------|----------------|
| 1. 8 hours per day | (hours/day) |
| 2. 247 + 13 holidays =260 days | (days/year) |
| 3. 12 months | (months/year) |
| 4. M/AA wage grid | (Salary/Grade) |