



East Prairie School District 73

7616 East Prairie Road
Skokie, Illinois 60076
Telephone: 847-673-1141
www.eps73.net

Technology Specialist/Technology Coordinator Job Description

Job Category: Non-Certified

Reports to: Director/District Administrators

Job Goal:

Provide District-wide technical support for computer, audiovisual, and networking related equipment. Perform help desk operations to ensure that users are receiving the appropriate assistance. This includes the identification, prioritization and resolution of user help requests by monitoring, tracking, and coordinating a variety of Help Desk functions. Expertise with websites or data processing preferred but not required.

Performance Responsibilities:

- Manage projects and ensure successful completion by deadlines.
- Act as an initial point of contact for computer and system related concerns from staff and students.
- Manage the processing of incoming calls/tickets to the Help Desk via telephone, e-mail and ticketing system to ensure courteous, timely, and effective resolution of user issues.
- Responding to critical issues in a timely manner – personally or by collaborating with other IT staff and/or school-based support.
- Monitor and test fixes to ensure problems have been adequately resolved.
- Perform post-resolution follow ups to help requests.
- Perform/coordinate preventative maintenance, including the checking and cleaning of a variety of classroom and network technology.
- Analyze performance of Help Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems.
- Work with technology team members / school-based staff to identify common issues, solve problems, and implement District-wide initiatives.
- Resolve issues with building technology including phone systems, tech teaching boards, Chromebooks/laptops, software, audio/visual and other building technologies.
- Other duties as assigned

Skills:

- Excellent IT skills and technical knowledge
- Excellent communication skills
- The ability to work within a team
- Effective organizational skills
- Ability to prioritize and manage goals, milestones, and projects efficiently
- The ability to work under pressure and to meet deadlines



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- Exceptional problem-solving and troubleshooting skills
- Comfortable working in and assisting others through help desk software in addition to other remote access desktop programs

Traits:

- Organized
- Self-starter
- Team Player
- Is flexible and knows how to prioritize
- Has a positive attitude and understands the importance of providing excellent customer service

Qualifications:

- CompTIA A+ Certification or Higher preferred
- 1-5 years of proven experience in a heavy user-facing position.
- Time-management skills and the ability to adhere to attainable deadlines for resolutions

Knowledge of (Equipment or Software):

- Windows OS and devices
- Mac OS
- Apple iOS and Apple mobile devices
- Mobile Device Management Systems
- Android
- G-Suite

Physical, Sensory and Environmental Demands:

Regularly required to sit, stand, walk, talk, hear, traverse up-and-down stairs, operate a computer, or other office equipment, reach with hands and arms and occasionally lift and/or move up to 50 pounds.

Evaluation:

Performance will be evaluated in accordance with the District Evaluation Plan.

Terms of Employment:

Salary, benefits and work year to be established commensurate with skills and experience.