Position Description
Technology Support Specialist

SECTION I: GENERAL INFORMATION	

Position Title: Technology Support Specialist	**Department:** Technology
Reports to: Director of Technology	**FLSA Status:** Exempt
Classification: Classified Management	**Bargaining/ Work Unit:** Classified Management
Position Last Updated: 1/2/2020	**Next Position Description Update:** 1/2/2024

SECTION II: JOB SUMMARY

This system level position is designed to provide support of educational technology services for Richfield Public Schools. The Technology Support Specialist works in collaboration with the Technology Systems Administrators and under the direction of the Director of Technology to provide leadership and support for the implementation and management of end user computing systems and audio visual systems and displays. This position is expected to have a strong background in administrative functions related to desktop and mobile operating systems and applications for multiple computing platforms, basic/intermediate server experience, and basic/intermediate network troubleshooting while demonstrating exceptional customer service to staff and students.

SECTION III: DUTIES AND RESPONSIBILITIES

Duty/ Responsibility Number:	**1**	**Statement of Duty/ Responsibility:** Serve as primary support contact for educational technology.
Percent of Time:	**80%**	

Tasks involved in fulfilling above duty/ responsibility:
- Maintain and support mobile/desktop operating systems
- Install, maintain, and support district software and district standards
- Support cloud and third party services (eg. GAFE, Destiny, Samanage, Synergy, etc.)
- Maintain and support end user hardware (eg. chromebooks, desktops, laptops, projectors, etc.)
- Provide training and support for educational technology as necessary
- Monitor network and collaborate with Technology Systems Administrators regarding general network health
- Support district assessment technology requirements
- Maintain excellent communication and coordination with the technology team
- Manage district devices through management system (eg. Google Admin Console, SCCM, etc.)
- Test and evaluates hardware solutions, providing technical information and recommendations on those solutions with the best potential to support the District's infrastructure at the most reasonable investment

- Installs, maintains, manages, troubleshoots and repairs the District's audio/ visual software systems and equipment in a manner that maximizes operating results and minimizes downtime.

Duty/ Responsibility Number:	2	Statement of Duty/ Responsibility: Inventory and asset management coordination.
Percent of Time:	10%	

Tasks involved in fulfilling above duty/ responsibility:
- Maintain desktop, mobile, and infrastructure inventory and management to district standards

Duty/ Responsibility Number:	3	Statement of Duty/ Responsibility: General responsibilities
Percent of Time:	10%	

Tasks involved in fulfilling above duty/ responsibility:
- Provide level II help desk support on occasion.
- Perform any other duties as assigned by supervisor (Director of Technology).

SECTION IV: KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:
- Knowledge of and experience in the use and support of multiple technologies in an educational setting along with an interest and ability to learn more of the same.

Skills:
- Critical thinking--using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and decision-making--considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Active learning--understanding the implications of new information for both current and future problem-solving and decision-making.
- Complex problem solving--identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Deductive reasoning--ability to apply general rules to specific problems to produce answers that make sense.
- Inductive reasoning--ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Thinking creatively--ability to develop, design, or create new applications, ideas, relationships, systems, or products.

Abilities:
- Ability to recognize work needs and to address them with limited direction, a self-starter.
- Abilities to prioritize and organize work assignments to effect service in the most timely, reliable manner for users.
- Ability to perform cross-platform troubleshooting and technical support.
- Understanding of scripting and automation best practices for supported operating systems.
- Ability to learn and support a wide range of computer applications.
- Ability to communicate technical items to others with varying technical abilities.
- Ability to collaborate with staff to accomplish district and department goals and objectives.

- Ability to coordinate internal and external resources to accomplish objectives.
- Ability to communicate effectively in written and oral forms.

SECTION V: EDUCATION/ CERTIFICATION REQUIREMENTS

Minimum:
- Associate's degree in computer/ electronics repair, networking, or a related field.

Preferred:
- Bachelor's degree in information technology or equivalent

SECTION VI: EXPERIENCE REQUIREMENTS

Minimum:
- Minimum two years' experience in a work setting comparable to the District's technology infrastructure.
- Experience in the use and support of multiple technologies in an educational setting along with an interest and ability to learn more of the same.

Preferred:
- Experience with Microsoft and Google operating systems
- Experience in K-12 education environment
- Experience with Google Apps for Education
- Experience with System Center Configuration Manager(SCCM)
- Experience with classroom audio and visual hardware and software systems

SECTION VII: COMPETENCIES AND/OR VALUES COMMON TO ALL POSITIONS

- A clear and demonstrated commitment to the District mission, which is to ensure high quality, innovative, challenging education where all learners are valued and respected.
- Perform assigned responsibilities in a manner consistent with the District's established Core Values.
- Advance the District's mission and values through careful attention to the key issues of Learning, Environment, and Resources.