

MINOOKA COMMUNITY CONSOLIDATED SCHOOL DISTRICT 201

JOB DESCRIPTION

Job Title: **Technology Support Specialist**

Reports To: **Director of Information Technology (IT), Building Administration**

Pay Schedule/Range: **\$21.75/Per MESP Bargaining Agreement**

FLSA Status: **Non-Exempt**

Prepared/Revised Date: **May 2023**

Work Year: **260 Days**

SUMMARY: The Technology Support Specialist is a district level position who is stationed at a school building as a home base, providing support at that building first and others when needed.

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, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The frequency and percentage of time of duties may vary based on building assignment.*

Job Tasks Descriptions
1. Provides Level 1 technology support for all hardware and software at building
2. Leads and/or supports district technology initiatives
3. Maintains inventory of hardware and software at building
4. Manages staff and student accounts and performs bulk uploads of staff or student accounts as necessary
5. Installs, maintains and provides any necessary upgrades to various information, communication and surveillance systems and services as assigned
6. Participates in the testing and implementation of software upgrades or releases
7. Assists schools with advanced audio / video setups and configurations
8. Assists in the overall monitoring of Minooka 201 Network & Server Operations.
9. Provides building coverage for other buildings in the event of absences
10. Provides basic Student Information System (and gradebook) support
11. Performs other duties as assigned by the Direction of Information Technology

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma or GED, some college education preferred

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Valid driver's license
- Criminal background check required for hire; employment contingent on appropriate results.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Solid understanding of computers and laptops, and troubleshooting software and hardware issues
- Ability to solve problems independently or work cooperatively in a team
- Basic understanding of computer networks and troubleshooting network connectivity issues
- Strong written and verbal communication skills
- Ability to learn how to replace parts in chromebook e.g., screen, keyboard

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

Reports to:	POSITION TITLE
	Director of Information Technology and Building Administration

Direct Reports:	POSITION TITLE	# of Employees
	None	

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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 the essential functions.*

PHYSICAL DEMANDS: The usual and customary methods of performing the job’s functions require the following physical demands:

- Occasional lifting up to 50 pounds, due to need to lift and transport computer-related equipment.
- Occasional carrying, pulling, using a ladder, and/or pushing.
- Occasional crouching and/or crawling.
- Willingness to travel to various buildings frequently as demand changes

WORK ENVIRONMENT: The noise level in the work environment is usually moderate.

MENTAL FUNCTIONS: While performing the duties of this job, the employee is regularly required to compare, analyze, communicate, coordinate, synthesize, use interpersonal skills, compile, compute, evaluate, and negotiate. The employee is occasionally required to instruct and copy.