

**Regional Office of Education #9  
Champaign & Ford Counties**

**Job Description**

**TITLE:** Technology Support Specialist

**DEPARTMENT:** Learning Technology Center

**QUALIFICATIONS:**

1. Minimum of 3 years' demonstrated experience in technology support related to preK-12 district technology needs including infrastructure, hardware, software, cybersecurity, and connectivity.
2. B.A. or B.S. in information technology, computer science, or related field preferred. Knowledge and/or certifications in multiple network operating systems preferred.
3. Broad knowledge of technology utilized in K-12 schools, including network operating systems, technical processes, solutions, management, and remote support.
4. Strong verbal and written communicator with ability to convey complex technical knowledge to clients without technical background.
5. Ability to work well in a collaborative environment and on individual tasks with minimum supervision.
6. Determined and results-oriented individual with proven leadership experience.
7. Excellent project management skills with the ability to coordinate both internal and external resources.
8. Any of the above qualifications may be waived by the LTC Director when necessary.

**REPORTS TO:** Networking and Technology Services Coordinator

**SUPERVISES:** Does not supervise any employees.

**JOB GOALS:** The Technology Support Specialist provides technology support and consultation to K-12 Illinois school districts.

**PERFORMANCE RESPONSIBILITIES:**

1. Provide technical support to K-12 school districts across Illinois, including:
  - a. Assisting with G Suite for Education and Chromebook management and deployment.
  - b. Assisting with device management and deployment, including Chromebooks, IOS devices, and Windows devices.
  - c. Assisting with server administration, including Active Directory, group policies, backups, user management, scripting, and software deployment.
  - d. Assisting with technical infrastructure analysis and improvement.
  - e. Assisting with wifi and cellular connectivity issues.
2. Advise districts on technical processes, solutions, and management, including infrastructure, hardware, software, web services, data security, and statewide technology initiatives (i.e., online assessments, etc.).
3. Provide help desk support onsite and remote.
4. Stay knowledgeable of current emerging technology devices, management, issues, etc., in order to support districts in decision making and troubleshooting.

5. Utilize appropriate platforms for tracking and supporting technical issues.
6. Perform other duties as assigned.

**TERMS OF EMPLOYMENT:**

This position has committed grant funding through June 30, 2021, with the possibility to secure funding for subsequent years. However, subsequent funding is not guaranteed.

Additional terms of employment to be determined by the ROE9 Regional Superintendent.

**EVALUATION:**

To be completed by the Director of the Learning Technology Center in accordance with the policies and practices of the Regional Office of Education.

Created: 6/8/20