

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

### Job Description

**TITLE:** Technology Support Specialist

**DEPARTMENT:** Learning Technology Center

**QUALIFICATIONS:**

- **Relevant Experience.** 3+ years of experience in IT support, systems administration, or network management. Experience supporting K-12 school districts or similar public-sector organizations preferred.
- **Technical Skills.** Working knowledge of device troubleshooting, user support, and basic networking (Wi-Fi, connectivity, printers, peripherals).
- **Systems Administration.** Experience supporting Google Workspace and/or Microsoft 365 environments, including user and basic system management.
- **Device Management.** Experience deploying and supporting devices (Chromebooks, laptops, or iPads), including setup, enrollment, and troubleshooting.
- **Help Desk & Customer Service.** Demonstrated ability to provide responsive, user-friendly technical support to staff and students.
- **Problem Solving.** Ability to diagnose issues, prioritize tasks, and follow through on solutions with minimal supervision.
- **Organization & Work Management.** Ability to manage time, tasks, and responsibilities across multiple districts or locations.
- **Communication Skills.** Strong communication skills with the ability to explain technical concepts in clear, practical terms.
- **Flexibility & Travel.** Willingness to travel within the assigned region to provide on-site support.
- **Education.** Associate's or Bachelor's degree in a related field preferred; equivalent experience considered.

Other qualifications as deemed necessary by the Regional Superintendent or the LTC Executive Director when necessary. Any of the above qualifications may be waived by the Regional Superintendent or the LTC Executive Director when necessary.

**REPORTS TO:** Director, Technology Services

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

**JOB GOALS:** The Learning Technology Center (LTC) is seeking a Technology Support Specialist to serve as the primary technology support contact for multiple K-12 school districts through a shared-service model. This role is designed for a mid-level IT professional who can operate independently, build strong relationships with district staff, and ensure day-to-day technology systems are reliable, secure, and well-managed.

The specialist will split time across multiple districts, providing a combination of on-site and remote support. Responsibilities include managing devices, supporting users, maintaining core systems, and coordinating technology operations. This role requires strong problem-solving skills, adaptability, and the ability to work effectively across multiple environments with minimal supervision.

**PERFORMANCE RESPONSIBILITIES:**

**1. District Technology Support & Service Delivery**

- a. Serve as the primary technology support contact for assigned districts, building strong working relationships with staff and leadership
- b. Provide day-to-day IT support for staff and students, including troubleshooting devices, software, and connectivity issues
- c. Manage and respond to support requests through a ticketing system, email, or direct communication
- d. Deliver a mix of on-site and remote support based on district needs and scheduled service time

**2. Systems, Devices & User Management**

- a. Deploy, configure, and maintain student and staff devices (Chromebooks, laptops, iPads)
- b. Manage user accounts and basic administration in Google Workspace and/or Microsoft 365
- c. Maintain device inventory and support lifecycle planning, replacements, and refresh cycles
- d. Support onboarding/offboarding of staff and students from a technology perspective

**3. Network, Infrastructure & Classroom Technology**

- a. Diagnose and resolve common network issues (Wi-Fi, connectivity, printers, classroom AV)
- b. Support the maintenance and basic configuration of network and classroom technology systems
- c. Coordinate with vendors or internal partners for more complex infrastructure issues
- d. Ensure classroom and administrative technology is functional and ready for daily use

**4. Cybersecurity & System Reliability**

- a. Maintain secure system practices, including updates, backups, and access controls
- b. Identify potential risks and escalate cybersecurity or system issues appropriately
- c. Support initial response to outages or incidents impacting district operations
- d. Assist districts in following standard practices related to data privacy and system access

**5. Technology Coordination & Operations**

- a. Coordinate with vendors for repairs, service requests, warranties, and support needs
- b. Support small projects such as device rollouts, system updates, and summer deployments
- c. Manage and prioritize work across multiple districts with minimal supervision
- d. Provide practical input to district leadership on recurring issues, system needs, and improvements

**6. Regional Support Model**

- a. Support multiple districts within a defined geographic region
- b. Travel between districts for scheduled on-site support
- c. Balance on-site work with remote support to maximize responsiveness and efficiency
- d. Collaborate with the broader LTC team for escalation, knowledge sharing, and continuity of service

**7. Other:**

- a. Support and lead special projects as assigned.
- b. Perform other duties as assigned.

**TERMS OF EMPLOYMENT:** To be determined by the ROE9 Regional Superintendent

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

Created: 7/1/2026