

Carroll Independent School District

Job Description

Job Title: **Technology Workflow Specialist** Pay Grade: 0P5
Supervisor: Executive Director of Technology Employment Days: 226
Department: Technology Department Employment Status: Non-exempt

MISSION:

Building on a Dragon tradition of excellence, the Carroll Independent School District will foster a safe, caring, and creative learning environment that inspires students to realize their full potential as they positively impact the world around them.

JOB SUMMARY:

Provide a single point of contact to assist and resolve problems relating to computer- and communications-related services. Responsible for phone support, technology problem evaluation, and distribution of technology-related work orders.

QUALIFICATIONS:

- Education/Certification
 - High school diploma or GED
- Special Knowledge/Skills
 - Broad knowledge of computer hardware and software applications
 - Knowledge of software used to develop spreadsheets, databases, and do word processing
 - Ability to detect and resolve technical or technology-related problems
 - Excellent organizational, communication, and interpersonal skills
- Experience
 - Two years work experience in a technical support position

MAJOR RESPONSIBILITIES:

- Telephone Support
 - Receive phone calls and assist end-users to resolve problems and utilize software.
 - Work cooperatively with end-users to detect and resolve hardware problems.
 - Communicate with software and hardware vendors to resolve end-user problems.
 - Communicate with technicians/engineers to detect and resolve end-user.
- Technical Support
 - Process technology-related work orders and assign priority to work orders.
 - Evaluate and recommend technology-related repairs and costs.
 - Arrange for contract repairs for work that cannot be performed by district staff.
 - Support assigned information systems
 - Collaborate data flows between departments
- Communications
 - Assist in the establishment, documentation, and implementation of district wide technology standards, processes, and procedures in accordance with industry and/or vendor best practices.
 - Synthesize communications between Technology branches, ensuring that Lead staff members are aware of crucial issues and processes.
- Other
 - Comply with policies established by federal and state law, State Board of Education rule, and local board policy.

- Perform after hours support as needed.
- Other duties as assigned.

MENTAL DEMANDS/PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

Tools/Equipment Used: Standard office equipment, including computer and peripherals

Posture: Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting

Motion: Frequent repetitive hand motions; frequent keyboarding and use of mouse; occasional reaching

Lifting: Occasional light lifting and carrying (less than 15 pounds)

Environment: Work is performed in an office setting; may require occasional irregular and/or prolonged hours

Mental Demands: Maintain emotional control under stress; work with frequent interruptions

THE REFERENCED STATEMENTS DESCRIBE THE GENERAL CHARACTERISTICS, QUALIFICATIONS AND PERFORMANCE RESPONSIBILITIES OF THIS POSITION, HOWEVER, ADDITIONAL REQUIREMENTS MAY BE STIPULATED DURING THE TERM OF ASSIGNMENT.

REVIEWED BY: _____ DATE: _____
(Executive Director of Human Resources)

APPROVED BY: _____ DATE: _____
(Assistant Superintendent for Staff & Student Services)

Date Created: 9/2012	Date(s) Revised: 12/2021
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