

EASTERN CARVER COUNTY

Position Description

SECTION I: GENERAL INFORMATION

Position Title: <i>Technology Support Specialist</i>	Department / Building: <i>IT/District Education Center</i>
Reports to: <i>Lead Technology Support Specialist</i>	FLSA Status: <i>Exempt</i>
Band/Grade/Subgrade: <i>C-4-1</i>	Bargaining/Work Unit: <i>Professional Technical</i>
Tier/Lane	Position Last Updated: <i>4/28/2020</i>

SECTION II: JOB SUMMARY

The Technology Support Specialist is a district level position which provides technical support for district staff and students and assists in management of District technology operations. They are responsible for providing training and support for peers and District staff. This position is a member of a team consisting of the district Lead Technology Support Specialists, Technology Support Teams, Media Specialists, and Technology Department which supports the use and implementation of technology in the District. The Technology Support Specialist is responsible for managing assigned systems, understanding and supporting district network, and instructional technology initiatives and for communicating and then implementing these initiatives with staff.

SECTION III: ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty/Responsibility No:	1	Statement of duty/responsibility:
Percent of Time:	35	<i>Implement district systems and processes which facilitate the instructional and technology goals of the district.</i>

Tasks involved in fulfilling above duty/responsibility:

- Promote a user-friendly, business environment.
- Collaborate with Tech Support Team members, Technology Department and Teaching and Learning on technologies which meet the district/school's learning/instructional objectives.
- Collaborate with staff to determine solutions which resolve district/school's technology concerns and then implement solutions as required.
- Demonstrate a 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 policies and procedures.
- Collaborate with peers and other professionals to foster personal professional growth.

Duty/Responsibility No:	2	Statement of duty/responsibility:
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Percent of Time:	45	<i>Manage and monitor systems, determine impacts, coordinate corrective, adaptive and preventative maintenance as required. Implement perfective changes in systems to ensure current and future staff requirements are met.</i>
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Tasks involved in fulfilling above duty/responsibility:

- Assist in the development and the implementation of best practices related to technology use in district instructional programs.
- Understand and implement perfective changes with staff/schools as required to ensure systems are meeting current and future education requirements for assigned systems hardware/software.
- Monitor technology equipment and software, determine impacts, then coordinate corrective and adaptive maintenance as required for systems to ensure staff/school requirements are met.
- Maintain and manage inventory of hardware and software, make recommendations and implement upgrades to meet school/district objectives.
- Determine requirements, assess impacts, and complete preventative maintenance to ensure systems reliability is maintained and staff/school needs are met.
- Troubleshoot and maintain the district technology equipment and software used in classrooms and support classroom staff/school.
- Ensures compliance of district security policies related to technology and networking systems.
- Communicate and collaborate on technical issues with other district peers, Tech Support Team members and the Technology Department and implement solutions which support classrooms.

Duty/Responsibility No:	3	Statement of duty/responsibility:
Percent of Time:	20	<i>Ensure district technology can be integrated with instruction for staff and assist students with technology requirements.</i>

Tasks involved in fulfilling above duty/responsibility:

- Provide technical training for staff and assist students in support of teaching and learning.
- Recommend, implement and support staff with classroom technologies used for instruction.
- Support staff and students with bringing your own technology for use in teaching and learning
- Collaborate with Team members to provide related technical support and training for peers and staff and assist students.
- Assist teachers in identifying, and collaborate on implementation, of best tools and practices to support personalized learning.
- Provide knowledge, insight and training related to staff development on District technology.

SECTION IV: KNOWLEDGE, SKILLS AND ABILITIES

Required

- Training, skills/ability and to collaboration with staff and support children
- Knowledge of district hardware and software configurations
- Knowledge of Windows and Apple operating systems
- Ability to problem solve (troubleshooting) hardware and software
- Technical/Repair skills
- Positive customer service attitude
- Personable and enthusiastic
- Planning and implementation skills
- Able to work independently and under direction of supervisors
- Able to work as a team member
- Dependable
- Regular attendance

- Attention to detail
- Ability to give and follow directions
- Ability to meet deadlines
- Ability to prioritize tasks
- Listening skills
- Ability and willingness to learn
- Evidence of an understanding of the school culture and environment
- Commitment to carry out the vision, mission and belief statement of ECCS
- Knowledge of audio and video systems
- Knowledge of wiring and networking protocols
- A+ Certification or equivalent experience
- Network+ Certification or equivalent experience
- Working knowledge of cloud-based systems such as Google Apps for Education, Office 365, and education-based software
- Knowledge of Anti-Virus Software, Imaging Software, Mobile Device Management.
- Knowledge of Web Browsers, MS Office, IIS, DFS, Java
- Knowledge of hardware such as Chromebook, Ipads, Windows computers.
- Knowledge of router, hub, switch configuration and maintenance
- Knowledge of wireless and wired networks, virtualization and storage solutions

Preferred Knowledge:

- MS SQL, Commvault, HTML, Visual Basic, C++, SQL

SECTION V: EDUCATION / CERTIFICATION REQUIREMENTS

- Two (2) year Associate Degree in information technology, computer science and/or equivalent experience

SECTION VI: EXPERIENCE REQUIREMENTS

- Two (2) years' experience in similar position/essential duties of position

Note: Such alternatives to the above qualifications as the School Board may find appropriate and acceptable.

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.
- Performing assigned responsibilities in a manner consistent with the District's established Core Values.
- Advancing the District's mission and values through careful attention to the key issues of Learning, Environment and Resources.

SECTION VIII: PHYSICAL JOB REQUIREMENTS

(Indicate according to essential duties/responsibilities):

The physical job requirements described here are representative of those an employee encounters while performing the primary functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary functions.

Key: N=Never O=Occasionally (1-33%) F=Frequently (34-66%) C=Consistently (67-100%)					
Demands		Demands		Demands	
Physical		Lifting/Carrying		Exposure to Environ. Conditions	
Standing	F	Up to 10 pounds	F	Possible exposure to blood-borne pathogens through blood and/or body	
Walking	F	Up to 25 pounds	F		O

Sitting	F	Up to 50 pounds	O	fluids	
Talking in person/on the phone	F	Up to 75 pounds	O	Toxic chemicals	N
Pushing/Pulling	O	Up to 100 pounds	N	Moving parts	F
Hearing	C	More than 100 pounds	N	Electrical shock risk	F
Feeling, grasping, finger dexterity	C	Noise Levels		Explosives	N
Climbing, balancing	O	Quiet (i.e. private office)	O	Fumes	N
Stooping (bend at waist)	O	Moderate noise (i.e. business office with typewriters/ printers, light traffic)	F	Extreme cold (non-weather)	O
Crouching, crawling, kneeling, Squatting	O			Extreme heat (non-weather)	O
Stretching/reaching with hands & Arms	F	Loud noise (i.e. many children laughing & playing, large earth moving equipment)	F	Varying weather conditions	O
				Sight	
Distinguishing smell	O	Very loud noise (i.e. jack hammer, front row rock concert)	N	Vision for close work/ability to adjust focus	C
Distinguishing temperature	O			Looking at computer monitor	C
Traveling by automobile	F			Color vision (identify & distinguish colors)	C
				Peripheral, depth perception	O