POSITION DESCRIPTION

Position: **Technology Support Specialist**

Purpose: The Technology Support Specialist supports the district's end users with hardware, software and peripherals. In addition, this person will be part of a team that supports technology systems, applications, and users. All Support staff will be responsible for promoting and developing excellence in customer service through incident and problem management activities. Professionals in this position will deal with routine maintenance and troubleshooting.

Primary Customers: **Internal:** Technology staff, teachers, principals, building staff
External: Parents and Students

Position Qualifications:

Education/Certification:

- High school diploma or equivalent.
- Associate's or Bachelor's degree in a computer related field, preferred.

Qualifications:

- One or more years' experience with Windows, MAC, and mobile device support.
- Ability to communicate via telephone, email, and in-person effectively.
- Ability to provide outstanding customer service.
- Ability to work well in a team environment
- Ability to focus on the resolution support.
- Ability to document incident details.
- Ability to understand the current IT environment
- Ability to understand key systems and technologies associated with this position.
- Ability to document incident details including configuration changes.
- Experience installing, configuring, troubleshooting and resolving problems with PC and MAC operating systems.
- Experience installing, configuring, troubleshooting and resolving problems with iPads.
- Ability to understand incident and problem management activities.
- Ability to understand service desk activities.
- Ability to understand configuration management procedures.

- Ability to understand network security threats (e.g. virus, non-secured communications), their impacts, and appropriate precautions to take.
- Ability to identify information security threats.
- Ability to understand security policies and ability to meaningfully communicate and enforce them as needed.
- Ability to understand desktop management processes.

All positions are designed to support the **MISSION** of the Eden Prairie School district:
Inspiring Each Student Every Day

Essential Responsibilities:

- Provide site users with technology incident and problem management
- Level one hardware and software troubleshooting
- Computer moves
- Computer and software installs
- Computer imaging
- Fixing/adding computer components (for example: hard drives, sound & video cards, wireless cards, keyboards & mice)
- Installing and configuring district owned computer peripherals and monitors
- Assist with incident resolutions for printers
- Assist with incident resolutions for classroom technologies: electronic whiteboards, sound systems, video production technologies, etc.
- Assist with incident resolutions that need onsite presence
- Assist in end user training and identifying training needs
- Update system configuration information as needed
- Support the resolution of major incidents
- Escalate incidents that are not resolved during initial support
- Document incidents and resolutions in call tracking database
- Assist with incident resolutions to correct known errors
- Document incidents and resolutions in call tracking database
- Monitor and document configuration items affected in incidents
- Escalate incidents that are not resolved during initial support
- Detect possible problems and the notification of problem management
- Support the resolution of major incidents
- Carry out actions in order to correct known errors
- Report on incident and problem trends, training opportunities, requests for change
- Monitor and report security problems
- Other duties as assigned by the supervisor.

Standard Measures of Accomplishment:

1. Participate in release readiness, operations
2. Work with *Director*, Coordinators, *principals*, *Personalized Learning Coordinators* and *other staff* to identify support requirements and develop support processes and tools
3. Work with, *Helpdesk Analyst*, *Personalized Learning Coordinators,* and *Coordinators* to provide users with consistent and complete guidance on technology use.
4. Work with *Coordinators, Systems Administrators* and *Helpdesk Analyst* to implement troubleshooting procedures
5. Work with *district staff* in the resolution of incidents
6. Participate in periodic professional reviews with the *Technology Services Coordinator* and peers.

This job description describes the general nature and work expected of an individual assigned to this position. Employees may be required to perform other job-related duties as requested by their supervisor. All requirements are subject to possible modifications to reasonably accommodate individuals with a disability.

Terms of Employment:

Classification Number:	CLASS level 5
Hours/Week:	40 hours/week
Days/Year:	260 days/year

Evaluation:

A continuous performance improvement process will be developed with the supervisor.