



## Edina Public Schools Position Description

### Section I: General Information

<b>Position Title:</b> Technology Support Specialist	<b>Department:</b> Media and Technology Services
<b>Immediate Supervisor:</b> Director of Media and Technology	<b>FLSA Status:</b> Non-Exempt
<b>Position Summary:</b> With the focus to support and advance the Edina Public Schools' mission, vision and core values, the Technology Support Specialist is responsible for providing intermediate level technical support related to building technology needs. The Technology Support Specialist provides a high level of customer support to students and staff in buildings to prepare, track, and train users in technology tools and services.	

### Section II: Essential Duties and Responsibilities

#### Technical Support and Customer Service

- Provides intermediate-level installation, diagnosis, repair, and maintenance of computing devices, peripheral classroom hardware, and AV equipment, including network connections.
- Delivers technical support by troubleshooting, repairing, and resolving complex technical issues within the service area, under the guidance of the Technical Operations Specialist.
- Engages with users to troubleshoot technology problems, provide training, and offer technical assistance.
- Conducts student device repairs with oversight from the Technical Operations Specialist.
- Supports district assessment technology needs, specifically for secondary-level complex assessments, including Advanced Placement (AP) courses:
  - Coordinates devices and resources for testing.
  - Collaborates with district staff on assessment preparation.
  - Ensures technology systems are fully functional and prepared for test days.
- Contributes to technology inventory management, including:
  - Regularly updating and reporting technology inventory for the building.
  - Assisting in the decommissioning of outdated or obsolete technologies.
- Provides support for help desk functions as needed.
- Assists students with technology issues and needs on an as-needed basis.

Performs other duties of a comparable level or type, as required.

- Communicates the district's vision, mission, core values and beliefs and provides professional expertise and assistance to individuals, other district staff, and the community.
- Participates and attends in-service sessions, workshops, and training programs as required by the supervisor.
- Attends work regularly and punctually.

### Section III: Essential Skills Required to Perform Position Duties

- Establishing and maintaining professional and courteous working relationships with stakeholders.
- Communicating clearly and concisely, both orally and in writing.
- Using judgment and discretion in handling issues in accordance with the policies and procedures.
- Utilizing advanced troubleshooting techniques for computer hardware, software, and peripheral equipment and a variety of operating systems (Windows, ChromeOS, MacOS and iOS), peripheral devices, and audio/visual display technology.
- Demonstrating accuracy and consistency in work product.
- Anticipating and diffusing issues and disruptive situations.

### Section IV: Minimum Work Requirements

<b>EDUCATION/EXPERIENCE REQUIREMENTS:</b> Minimum education and experience required for the position.	Requires a minimum of two years of post-secondary education and two years of directly related work experience, or an equivalent combination of education and experience sufficient to perform the essential duties.
<b>LICENSE/CERTIFICATION REQUIREMENTS:</b>	<p>A+ Certification and/or other industry standard certification and a valid Minnesota driver's license and evidence of mobility are required.</p> <p>Experience with a variety of operating systems, including Windows, MacOS, iPadOS, and ChromeOS and expertise in audio-visual equipment setup, operation, and troubleshooting are preferred.</p>

### Section V: Physical Position Requirements

Physical Activities									
Amount of Time Spent	None	33% Occasionally	34-67% Frequently	68-100% Continuously	Physical Lift, Carry, Exert	None	33% Occasionally	34-67% Frequently	68-100% Continuously
Stand			x		Up to 10 pounds				x
Walk		x			Up to 25 pounds			x	
Sit			x		Up to 50 pounds		x		
Use hands to finger, handle or feel				x	Up to 100 pounds	x			
Reach with hands and arms			x						
Climb or balance			x						
Stoop, kneel, crouch or crawl			x						
Talk or hear				x					
Taste or smell	x								

**Classification History:** Job description created by ISD 273 Human Resources 8.2025.