

Franklin Township Community School Corporation



Job Description

JOB TITLE: Technology Support Specialist

NWS POSITION #: 3.274.193.02

REPORTS TO: Supervisor of Support Services

SUPERVISES: N/A

EMPLOYMENT AND FLSA STATUS: Classified/Non-Exempt/Hourly

JOB GOAL:

The Technology Support Specialist will be responsible for providing on-demand support for all manner of classroom technology within the district. This may include, but is not limited to: desktops, document cameras, projectors, audio amplification systems, printers, Chromebooks, etc.

PERFORMANCE RESPONSIBILITIES:

- Respond to help desk requests and phone calls in a timely manner and properly document the resolution
- Work closely with other IT staff to ensure clear communication and effective resolution of outstanding issues
- Provide highest level of customer service in email, phone, and in-person support
- Open, track, and close trouble tickets; ensure problem ownership and promote end-user satisfaction
- Perform installation, configuration, and upgrades of computer software and hardware as determined by office and district-established procedures
- Provision and maintain staff network user accounts
- Receipt and maintain IT Department inventory
- Support the Infrastructure and 1:1 Teams as needed
- Evaluate and test new hardware and software systems
- Help maintain accurate inventory records of devices
- Assist with the configuration and maintenance of computer workstations, peripherals, software, and administrative software such as Group Policy and Systems Center Configuration Manager
- Provide responsive, timely support to end-user on hardware, software, and network-related problems, questions, and use
- Perform all other duties as assigned by IT Leadership Team

EMPLOYMENT STANDARDS KNOWLEDGE OF:

- Personal computer hardware, software and operating system installation and maintenance (e.g, Chrome OS, iOS, Windows)
- Wired and wireless networking
- Other technologies, such as:
 - Printers, copiers and fax machines
 - Document cameras

- Projectors
- Audio amplification systems
- Standard office procedures and practises
- Proper English usage, spelling, and punctuation

QUALIFICATIONS:

- One year of general IT technical support via telephone or in-person.
- Associates degree in Information Technology or related field preferred.

PHYSICAL REQUIREMENTS:

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|----------------------------|---------------------------------|
| 1. Seldom = Less than 25 % | 2. Occasional = 26 to 50 % |
| 3. Often = 51 to 75 % | 4. Very Frequent = 76 % & above |

- Ability to stand for extended periods of time. (3)
- Ability to lift and carry 25 lbs. (2)
- Ability to work at a desk, conference table or in meetings of various configurations. (4)
- Ability to see for the purpose of reading laws and codes, rules and policies and other printed matter. (4)
- Ability to hear and understand speech at normal levels. (4)
- Ability to communicate so others will be able to clearly understand a normal conversation. (4)
- Ability to operate office equipment. (4)
- Ability to reach in all directions. (4)
- Ability to work in an elevated state using a ladder and/or powered lift. (2)

REASONABLE ACCOMMODATION: The District will comply with all legal requirements relating to reasonable accommodation for employees and job applicants.

TERMS OF EMPLOYMENT

260 days per year

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on Evaluations of Professional Personnel