

## **Position Description – Technical Support – Tier 2**

### **Position Summary:**

The primary function of the Technical Support – Tier 2 position is to administer a variety of technical projects related to the setup, maintenance, and support of Idaho Digital Learning (IDLA). Duties for this position include but are not limited to the support of online curriculum development, textbook authentication, support and administration of IDLA's learning management systems (LMS), webconferencing software and hardware, setup and integration of synchronous technologies, and advising various Idaho Digital Learning departments on general technology related items.

This position will also serve as a general technical support specialist during high call volume periods by taking incoming requests from various IDLA stakeholders. The work is performed under supervision of the Technical Support Supervisor. The primary duties of this individual are performed in the IDLA Meridian office, with occasional planned travel in support of curriculum activities and training. Occasionally (Approximately 9 weeks of the year), this position will have a shared responsibility of extended support which may include "on call" evening, night, or weekend shifts.

### **Essential Duties and Responsibilities:**

Include, but are not limited to the following:

- Provide technical (Help Desk) support to learning management systems users.
- Advise and help in implementation of technology during curriculum development.
- Develop and support methods and procedures for synchronous technology adoption into curriculum (video conferencing, Voice over IP, Chat)
- Develop and create documentation and support materials for curriculum and instruction technologies.
- Provide technical support for Student Information System.
- Maintain learning management systems (Blackboard and Brainhoney), including course content, enrollment data, customer data, etc.
- Provide remote troubleshooting solutions for computer or operating system issues that affect course delivery.
- Work closely with other departments for collaborating IT projects.
- Train other staff and stakeholders on technical issues as needed.
- Provide technical support to web conferencing system users.
- Provide remote troubleshooting solutions for computer or operating system issues that affect course delivery.
- Light design and programming work related to file transfers or automated scripting.
- Analyze complex computer systems, identify problems, and develop and implement logical conclusions and effective solutions.

- Develop and recommend cost effective technical system improvements.
- Operate a personal computer and manage servers using program applications appropriate to assigned duties.
- Other duties outlined by the Director of Information and Technology or Technical Support Supervisor.

**Qualifications:**

Minimum Qualifications:

- A degree in an education / technology field or 5 years experience in a similar position.
- Demonstrated success in working with people in establishing goals, objectives, and change management plans.
- Strong communication and collaboration skills.
- Experience/training in providing technical support
- Perform a wide variety of duties and responsibilities with accuracy and speed under pressure of time sensitive deadlines.
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner.
- Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks.
- Ability to easily adapt to and learn new technologies.
- Maintain important records efficiently and accurately.
- Maintain confidentiality of information processed or prepared.
- Perform duties and responsibilities independently.
- Ability to coordinate, research, and analyze special projects/reports.
- Proficient knowledge of database structure with the ability to enter, manipulate, and report data.
- Establish and maintain effective working relationships with other IDLA employees, supervisory personnel, State and local elected officials, and the public.
- Perform time management and scheduling functions, meet deadlines, and set project priorities, including following up on such functions or projects.
- Ability to perform duties with awareness of all requirements and IDLA policies.
- Must possess positive, professional interpersonal skills.

Desired Qualifications:

- Bachelor's Degree in computer science field.
- 5 years experience in education related field.
- Demonstrated successful project management skills.
- Programming certifications, experience, or related course work.
- Expertise in setting up and supporting synchronous communication including voice, video, and chat.
- Expertise in supporting technology, experience supporting learning management systems (Blackboard and Brainhoney), and experience administrating a LAN desired.
- Experience with web conferencing technology.

### **Technical Skills:**

- Web based applications and data access mechanisms.
  - Preferred: SQL
  - Required: HTML
  - Preferred: JAVA, JSP
  - Preferred: Experience in Learning Management Systems (Blackboard and Brainhoney)
- Software
  - Required: Understanding of PC operating systems and software on web based applications
    - Windows Registry
    - Firewalls and Network filtering
    - Common Plugins and Browsers
    - Antivirus and Anti Mal-Ware applications
- Installation, operation, maintenance, and repair of operating systems, networks, and programs on personal computers.
- Network system and data flow theory and design.

### **Language and Communication Skills:**

- Ability to compose, read, interpret and edit complex documents and correspondence and relate information to stakeholders.
- Communicate positively, professionally, and effectively to all stakeholders, both verbally and in writing.
- Follow detailed written and verbal instructions.
- Accurately proofread numerical and text data.

### **Reasoning Abilities:**

- Ability to apply common sense understanding to execute instructions furnished in written, oral, or diagram form.
- Ability to problem-solve (ex. involving concrete variables in standardized situations, etc.)
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions
- Ability to analyze and interpret data

### **Physical and Mental Demands:**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.