



In the pursuit of excellence...

Caledonia Community Schools

Administrative Offices: 9753 Duncan Lake Ave., Caledonia, MI 49316
Telephone (616) 891-8185 - Fax (616) 891-9253 - www.calschools.org

Notice of Vacancy

April 29, 2022

Position: Technology Support Specialist
Location: District Wide
Reports To: Director of Technology
Work Year: Year Round Position (Full Time)
Salary Range: \$17.41 - \$18.27 per hour
Benefits: Comprehensive Benefits Package, Sick-Days, Holidays, Vacation Time
\$500 Sign on Bonus
Start Date: ASAP

Summary

Participate as an IT team member in the day-to-day technology support needs of the school district. This includes but is not limited to maintenance, monitoring, deployment and end-user support for all devices (including computer hardware, software, peripherals and telecom equipment) that connect to the district technology infrastructure. This position reports directly to the Director of Technology.

Essential Functions and Responsibilities

- Interacts with all levels of users in the district, including administration.
- Works as part of a team, troubleshooting Mac and PC hardware, Chromebooks, software, voice/data network, and A/V problems for individual users.
- Performs ongoing software maintenance on network and user machines: installs upgrades and patches, performs preventative maintenance, troubleshooting and resolves hardware and software incompatibility issues.
- Ensures accurate inventory of devices, related hardware, software and AV equipment as directed.
- Provides technical assistance to users for district supported hardware, software and web applications.
- Provide timely equipment status updates.
- Maintains accurate service records for all technology support requests.
- Maintenance of district computers (including imaging and warranty work) as directed.
- Responsible for adhering and enforcing district IT standards and policies while incorporating industry best practices into support operations.
- Directly or indirectly assists other groups in IT services to help them complete their specific tasks.
- Maintains high levels of internal customer satisfaction with utmost respect and dedication.
- Maintains a high level of technical skill and strives to expand on technical knowledge through self-education and district provided educational opportunities.
- Other duties as assigned by the Director of Technology



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Employment Qualifications

- Associate Degree in related field or 2 years commensurate successful work experience of end-user computer and software support.
- Experience providing support to desktop computer users in a network environment; experience in an educational environment preferred.
- Demonstrated ability to prioritize, organize, tasks and work independently when needed.
- Effectively communicate with a wide variety of people.

Current Certifications / Knowledge Base Desirable:

- CompTIA A+ /N+ Certification
- Google Certified Educator
- Microsoft Certification
- General knowledge of a wide variety of educational applications and technologies

OTHER KNOWLEDGE, SKILLS, AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required: Strong interpersonal skills with the ability to work with the department team members, local travel in and around the school district, goal-setting ability, organizational skills, creative problem-solving ability, systematic planning, and the ability to plan for future needs.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus, especially due to concentration on a computer screen and small numbers.

Work Environment: The noise level in the work environment is usually moderate. Will be required to work in classrooms, cafeterias, and office environments.

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