

TECHNICAL SUPPORT SPECIALIST

Resource Center

POSITION DESCRIPTION

This position is eligible for membership in the Service Employees International Union No. 925 (SEIU).

8.0 hours per day / 12-month position

Approx. 7:00 a.m. – 5:00 p.m. (8 hour staggered shifts subject to change based on the needs of the organization)

SUMMARY

Under supervision, responds to helpdesk tickets for a wide variety of simple-to-complex technology problems on standard and non-standard district technology including networked computers, software, classroom and meeting room hardware, and other instructional and business system technology. Installs, removes, and repairs software and hardware. Performs technology deployments, moves, updates, and maintenance.

ESSENTIAL FUNCTIONS

- Provides Tier 1 technical support for district approved software, digital tools and hardware, operating system software, and network connectivity and access for staff, students and families.
- Models appropriate behavior for staff and students. Follows LWSD policies, procedures, protocols and department directives.
- Maintains positive working relationship with escalation points, team members, and customers, and participates actively and constructively in team meetings.
- Responds to voice and electronic requests for technology support and utilizes the helpdesk ticket system and knowledge base to provide answers and solutions to customers. Strives to achieve support goal of 85% (or higher) tier 1 ticket closure rate. Tier 1 rate is defined by 48 working hours from submission to resolution. Creates reports from ticketing system.
- Provides basic instructions for district software and hardware to end users.
- Escalates unresolved problems when Tier 1 resolution is not possible to Tier 2 technicians, identified subject matter experts, or departments for additional support when additional help to resolve an issue is needed and follows the issue through to ticket closure.
- When necessary, for Tier 1 support, interface with vendors to troubleshoot and receive instructions on resolving software or hardware problems or for “return authorization” purposes.
- Researches, reviews, documents and maintains, in a timely manner, information for knowledge base entries, call scripts, instructions and checklists for technicians and for basic customer instructions.
- Helps test and deploy district computer images and upgrades, or helps deploy technology to schools or to the warehouse.
- Installs, upgrades, swaps and maintains district standard hardware and software across the organization. Diagnoses software and hardware problems and may also perform tier 1 repair or modular hardware installation (e.g. RAM, swap out hard drives, etc.) for devices that are not under warranty.
- May provide direction for some manual account provisioning for district technology or digital tools.
- Moves computer carts (holding up to 36 computers) or other large technology items.
- Helps deploy technology to schools or access and store technology in the warehouse, assists with surplus of equipment or beta testing new hardware or software. Performs inventory tracking of equipment for allocations and repairs.
- Performs central office service desk duties, or works in schools, warehouse or shop, as assigned.
- Travels between district sites using personal vehicle (with mileage reimbursement) to respond to technical support issues and transport technology devices. May have the option to use a district vehicle if available.
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of technology operation including computers, mobile devices, peripherals, printers, electronic whiteboards, sound systems, cameras, projectors and presentation equipment, etc.
- Demonstrated understanding and use of software including operating systems (Windows, iOS and Android), widely used and common software like MS Office and Adobe.
- Ability to learn multiple education titles
- Ability to demonstrate skills with solid customer service.
- Knowledge of troubleshooting concepts and resources.
- Ability to understand work standards to levels of service.
- Ability to handle multiple tasks simultaneously.
- Ability to establish and maintain effective working relationships with students, staff and community within a diverse population.
- Ability to expand knowledge of technology and information systems, including new and emerging technologies.
- Ability to effectively communicate orally and in writing.
- Ability to follow prescribed guidelines for equipment use and operation.
- Ability to work both independently and in groups.

EDUCATION, EXPERIENCE AND CERTIFICATION REQUIREMENTS:

- High school diploma or equivalent required.
- Technology degree or certification recommended
- A+ or N+ or other MCDST track certification recommended or equivalent experience
- WA State driver's license
- Must pass criminal background check.

WORKING ENVIRONMENT:

This job is performed in a temperature controlled office environment. May travel between multiple buildings. The usual and customary methods of performing the functions of this job require the following physical demands: Frequent keyboarding and mousing throughout shift. Occasionally sit, twist, and lift, occasionally carry up to 40 pounds, occasionally climb a ladder and/or reach above shoulder level. Generally the job requires 40% sitting, 15-25% walking, and 35-45% standing.

External and Internal Applicants:

Submit an online application @ <http://www.lwsd.org/employment> and apply to this posting.

A letter of interest and resume are encouraged in addition to the application materials and should be uploaded to the application under the ATTACHMENTS page. You may attach up to three letters of recommendation if desired.

FINALISTS WILL BE CONTACTED FOR AN INTERVIEW

Please review [LWSD Human Resources Employment Policies](#), which includes our non-discrimination policy. We are not able to sponsor employment at this time.

LAKE WASHINGTON SCHOOL DISTRICT IS A SMOKE-FREE WORKPLACE.