

SPECIALIST, TECH SUPPORT

Rev. July 2025

Job No.: 4105

Reports to: Sr Dr Hardware/Software Support

Dept./Campus: Information Technology

FLSA Status: Non-exempt

Pay Grade: 401

Term: 232 days

PRIMARY PURPOSE

To perform technical support by assisting in the installation, maintenance, and monitoring of district hardware and software.

MAJOR RESPONSIBILITIES AND DUTIES

- Troubleshoot hardware, software, printing, and network problems and perform needed repairs.
- Monitor ticketing system and resolve items in order of priority.
- Install and test hardware and software, perform routine maintenance, and apply vendor updates to software as needed.
- Provide user support in the use of available hardware, software, and utilities.
- Account for hardware and software inventory to ensure accuracy.
- Responsible for maintaining inventory records to include acquisition, transfer, and disposal of retired equipment as well as performing yearly inventory audit.
- Maintain computer and user accounts, monitor and troubleshoot automated user account creation process.
- Work within vendor processes for self-service and warranty repair.
- Perform Service Desk duties on rotational basis, as scheduled.
- Responsible for documenting processes and technical issues.
- Order parts as necessary.
- Install, setup, tag, and scan equipment deployed to perspective campuses as well as for individual staff throughout the district.
- Collaborate with district staff to plan and implement district projects.
- Demonstrate regular and prompt attendance.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- None.

GENERAL QUALIFICATION GUIDELINES

Education/Certification/Experience:

- Graduation from an accredited high school or GED. Associate degree in computer science or related field preferred.
- Technical certifications preferred.
- Experience in PC desktop computer support environment.

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Knowledge/Skills/Abilities:

- Knowledge of desktop operating systems, server operating system tools, wired and wireless networking, VLANs, and sub netting.
- Skills in customer service; communication; organization; and problem solving.
- Ability to diagnose and repair hardware and software issues; and provide maintenance to hardware and software.

Mental/Physical/Environmental Demands

The essential functions, pursuant to the Americans with Disabilities Act, may include the characteristic duties, responsibilities, knowledge, skills, and abilities noted herein; however, this is not a comprehensive listing of all functions and tasks performed by positions found in this job description.

- Needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Ability to understand complex problems and to collaborate and explore alternative solutions.
- Ability to organize and prioritize own work schedule on short-term basis.
- Ability to make decisions which have significant impact on the immediate work unit and monitor impact outside immediate work unit.
- Ability to communicate with individuals utilizing a telephone, computer or other electronic device.
- Ability to compose material such as detailed reports, work-related manuals, publications of limited scope or impact and to make presentations outside of the immediate work area.
- Ability to compute, analyze and interpret numerical data for reporting purposes.
- Ability to make information presentations, inside and outside the organization.
- Ability to work in a fast-paced, multi-priority environment.
- Ability to handle difficult conversations and deescalate employees, staff, and parents.
- Regular sitting; bending/stooping, pushing/pulling, reaching overhead and twisting.
- Repetitive hand motions including frequent keyboarding and use of mouse and technology device repair requiring fine motor skills.
- Must move about within building/facilities to perform tech support work.
- Routine light lifting and carrying (less than 15 pounds) and occasionally heavy lifting and carrying (more than 25 pounds).
- Ability to use hands and fine motor skills to repair technology hardware.
- Constantly positions self to be able to reach items on ground or above head.
- May work prolonged or irregular hours.
- Work with frequent interruptions.
- Maintain composure and professionalism at all times.