



**Position:** Technology

**Assignment:** Technology Support Specialist I

**Wage/Hour Status:** Non-Exempt

**Reports to:** Supervisor Technology

**Pay Grade/Days:** TN410/221days

**Dept./School:** Technology Dept.

**Date Revised:** Spring 2024

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**Primary Purpose:**

Provide excellent customer service by providing technical support to LISD staff and students in a timely and professional manner. Technician will be assigned one or more locations as their primary support responsibility. Support is provided for computers, mobile devices, software, and other technology equipment as reported in support tickets or otherwise assigned.

**Qualifications:**

**Minimum Education/Certification:**

- High School Diploma or GED
- Technical Certification is a plus (such as A+, MCP, MCSE)
- Valid Driver License
- Driving record that meets the requirements of the district's insurance carrier

**Special Knowledge/Skills/Experience:**

- Minimum 1 year in-field work experience supporting computers and other related equipment and software.
- Troubleshooting skills in current client operating systems and computing hardware
- Knowledge of computer setup, install, and imaging, and software programs
- Understanding and ability to troubleshoot client TCP/IP network communications
- Experience supporting and using iPads is a plus
- Experience supporting and using Mac OS X is a plus
- Knowledge of setting up or troubleshooting classroom technology is a plus (interactive white boards, document cameras, digital projectors, etc.)
  - Exception: Technicians hired to primarily provide multi-media related support should understand multimedia equipment, including audio/video equipment, sound systems, speakers, intercom systems, bell systems, digital projectors, and other multimedia equipment.
- Computer experience is a plus for multi-media technicians, but not as deep of a computer knowledge is required.

**Major Responsibilities and Duties:**

- Provide technical support to assigned location(s) by resolving support tickets within a 24 to 48 business hour time frame under normal circumstances.
- Start and end workday at an assigned campus unless otherwise instructed by the Technical Services Zone Leader or a department administrator.

- Install, troubleshoot, and repair technology hardware and software. This includes but is not limited to computers, laptops, tablets, mobile devices, printers, network devices, interactive white boards, digital projectors, and productivity or educational software.
- Maintain timely and accurate records of work in the help desk ticketing system.
- Provide basic instruction to end users as applicable or send them to an applicable article in the knowledgebase.
- Be an active member of the technical services team by sharing knowledge with other technicians, updating the end user and technician knowledgebases, and actively participating in team or zone meetings.
- Assist with maintaining technology inventory as required. Maintain and replenish a stock of common tools, parts, and components needed to do your job. Maintain accurate records of these with the Technology Warehouse.
- Perform maintenance, upgrade, and proactive activities including re-imaging computers, maintaining equipment, upgrades, and other related tasks.
- Support other areas of technology, such as Instructional Technology, as needed.
- Maintain a current knowledge of technology used in the district.
- Follow all policies and procedures of the Technology Department and of the school district where applicable.
- Assist in moving, loading, and unloading inventory at various locations manually as required. Assume responsibility of delivery of all items to proper school or department. (This will require lifting from 25 to 50 pounds items at times)

**Mental Demands/Physical Demands/Environmental Factors:**

- Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals
- Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting
- Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching
- Moderate lifting and carrying (up to 50 pounds)
- Occasional prolonged and irregular hours; occasional districtwide travel; May be required to be on-call 24 hours a day.
- Work with frequent interruptions; maintain emotional control under stress.

**OTHER:** All employees are to follow district safety protocols and emergency procedures.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required. This position is an in-person job and is to be performed at the location specified. It does not qualify for remote work or work from home status.

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name