

Educational Service Center of Eastern Ohio  
***Employee Position Description & Responsibilities***

<b>Position Title:</b>	<b>Information Technology Support Specialist</b>
<b>Category:</b>	Classified; Bargaining Unit eligible; FLSA applies.
<b>Contract:</b>	Initial one-year contract; contract days as determined by the Governing Board; other terms and conditions of employment as per the CBA and/or Board Policy.
<b>Compensation:</b>	Salary, insurance coverage and fringe benefits are per the current Board adopted policies and schedules, with placement for granted education, experience, and responsibility.
<b>Education/Degree:</b>	High school diploma or equivalent required; Associate's degree preferred.
<b>Reports to:</b>	Director, Technology
<b>Supervises:</b>	May supervise district student interns.
<b>Job Goal:</b>	To assist in the administration of the county's technology program and provide maximum educational services for the hardware and software available.
<b>Qualifications:</b>	<p>The following qualifications are considered as guidelines:</p> <ul style="list-style-type: none"><li>• Specialized training in the design, installation, and maintenance of personal computers, telecommunication equipment, video services, and voice, data, and video networks.</li><li>• At least one (1) year of successful experience with appropriate technologies.</li><li>• Demonstrated competencies in the repair of computers and related equipment.</li><li>• Abilities and attributes to promote positive internal and external customer relations, including creating effective interpersonal relationships and projecting a professional image.</li><li>• Alternatives to the above as approved by the Governing Board.</li></ul>

**PERFORMANCE RESPONSIBILITIES:**

1. Designs, installs, and maintains technology equipment, telecommunications equipment, video services, and voice/data/video networks.
2. Seeks new information and ideas; develops and implements specific plans for extending technical knowledge and improving performance by ESCEO/district personnel.
3. Insures all ESCEO/district hardware/software is in good working condition.
4. Supports ESCEO/district staff in their use of technology.
5. Functions as a team member of total ESCEO/district staff to ensure consistency in policies and procedures.
6. Maintains an inventory of all hardware and software license agreements.
7. Consults in requisition of appropriate hardware replacement and stock parts for ESCEO and county districts.
8. Assists with the installation of networks for ESCEO and county districts.
9. Assists with the installation and setup of new equipment and devices to be added to existing equipment.
10. Develops an annual cleaning and preventative maintenance calendar for all equipment.
11. Assists in setting up equipment for special presentations that require a multi-media setup.

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12. Installs software and provides support training.
13. Prepares equipment for shipment to vendors.
14. Any other duties assigned by the Superintendent.

**REQUIRED ETHICAL AND PROFESSIONAL ATTRIBUTES AND BEHAVIORS:**

1. Is regular and prompt in attendance.
2. Seeks opportunities to improve skills and grow professionally.
3. Prepares an annual professional development plan that links professional growth with ESCEO and other assigned goals.
4. Attends and actively participates in all required/assigned training sessions, meetings, and other committees and teams.
5. Generates internal and external support for ESCEO services.
6. Represents the ESCEO and its service schools with professionalism at all times.
7. Demonstrates at all times integrity and ethical behavior.
8. Responds quickly to directions for improvement from supervisors.
9. Maintains confidentiality in all job-related discussions and communications.

**OTHER EXPECTATIONS AND DEMONSTRATED SKILLS AND ABILITIES:**

1. Possesses a valid state-issued driver's license and/or government-issued ID.
2. Reads, analyzes, and interprets data and reports.
3. Writes reports, correspondence, and other appropriate communicate.
4. Presents information and responds to questions effectively and efficiently.
5. Prioritizes tasks, requirements, and expectations to perform to a standard of excellence in service and professionalism at all times.

**WORKING CONDITIONS:**

Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

1. Duties may require bending, crouching, kneeling, reaching, and standing.
2. Duties may require lifting, carrying, and moving work-related supplies/equipment, up to 50 pounds.
3. Duties may require operating and/or riding in a vehicle.
4. Duties may require traveling to meetings and work assignments.
5. Duties may require working in proximity to moving mechanical parts.
6. Duties may require using a computer keyboard and monitor.
7. Duties may require wearing protective clothing and using safety equipment.
8. Duties may require working extended hours.
9. Duties may require working under time constraints to meet deadlines.
10. Potential for exposure to blood-borne pathogens and communicable diseases.

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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*The information contained in this job description complies with the Americans with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals employed in this position as needed and assigned by the Administration. Administrators should communicate additions and changes in this job description in writing to the employee following approval by the Superintendent of the Educational Service Center of Eastern Ohio (ESCEO).*

*The Educational Service Center of Eastern Ohio is an Equal Opportunity Employer. The ESCEO does not discriminate on the basis of race, color, national origin, sex (including sexual orientation and gender identity), disability, age, religion, military status, ancestry, genetic information (collectively, "Protected Classes"), or any other legally protected category, in its programs and activities, including employment opportunities.*

**I have read and understand the job requirements, responsibilities, and expectations outlined in the job description. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.**

Signed, \_\_\_\_\_

Dated \_\_\_/\_\_\_/\_\_\_