



Title: **Technology Support Specialist Level 1**

Reports to: Director of Information Technology

Requirements: CompTIA A+ Certification
Microsoft Certified Technology Specialist (MCTS) or Equivalent
Microsoft Certified IT Professional (MCITP) – or Equivalent Desired
Technical Writing Experience
2+ years work experience in end-user hardware/software support

Basic Responsibility:

To maintain a high level of customer satisfaction by providing unsurpassed help desk and desktop support. Maintain all end-user devices and related equipment in such a condition of operating excellence that maximum use may be made of it at all times for both learning and productivity.

Qualifications:

1. Excellent customer service skills and ability to communicate effectively with all users
2. Ability to prioritize and manage multiple tasks
3. Must be able to demonstrate a strong understanding and working knowledge of computer hardware fundamentals, including desktops, notebooks, mobile devices, projectors, printers and other peripherals
4. Must have excellent troubleshooting and analytical skills, specifically with Microsoft desktop operating systems as well as application suites such as Office and Adobe suites
5. Experience, troubleshooting and analytical skills with antivirus, wireless and desktop imaging products
6. Experience with interactive white board technology desirable
7. Ability to work independently with limited direction
8. Ability to work flexible schedule if needed
9. Such alternatives to the above qualifications as the Board of Education may find appropriate

Performance Responsibilities:

1. Provides technical assistance and training to students including but not limited to; Google applications and the use of Chromebook apps and extensions
2. Repairing of Chromebooks for District 120 and District 75
3. Assist with helpdesk support for staff as requested by Technology Support Specialist Level 2
4. Responsible for password maintenance for students
5. Maintain helpdesk log tracking all software and hardware support requests
6. Troubleshoot user problems with software, hardware or workstation network connectivity including imaging PCs and installing/upgrading software with endpoint management tools as requested by Technology Support Specialist Level 2
7. Ensure compliance with desktop and network standards and policies
8. Maintain, inventory, suggest repair, cleaning, storage or replacement of equipment
9. Support building technology needs as assigned by Technology Support Supervisor
10. Assist with summer school technology needs and maintenance
11. Maintain updated inventory of district technology assets
12. Maintenance of interactive software and hardware (Smart boards, document cameras, etc.)
13. Works closely with Technology Support Specialist Level 2 to determine user needs, set up and/or supervise the technology and AV support during events such as board meetings and public presentations
14. Answers inquiries concerning the use of audio-visual equipment including but not limited to: microphones sound speakers, video screens, projectors, video monitors, connecting wires and cables as well as lighting
15. Performs other tasks as assigned by the Director of Informational Technology and Technology Support Supervisor

Terms of Employment

12 month position. Salary to be established in accordance with the procedures established by the Superintendent.

Evaluation

Performance of this job will be evaluated in accordance with the procedures established by the Superintendent.