

Nyssa School District Job Description

Job Title: Technology Support Specialist

Reports To: Technology Supervisor

FLSA Status: Non-Exempt

JOB SUMMARY

Proactive and customer-focused Entry-Level Technology Support Specialist. In this role, you will provide technical assistance to end users, troubleshoot hardware and software issues, and support day-to-day IT operations. No prior experience required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties of this position include the following. Employees in this position perform some or all of the following tasks. Other duties may be assigned.

1. Follows and maintains knowledge of all District policy(ies) and procedures.
 2. Respond to and resolve help-desk tickets via phone, email, and ticketing system.
 3. Diagnose and troubleshoot software, hardware, network, and peripheral device issues.
 4. Install, configure, and maintain desktops, laptops, printers, and mobile devices.
 5. Assist with account management: user setup, password resets, and access rights in Active Directory and other systems.
 6. Document support procedures, solutions, and best practices in the knowledge base.
 7. Collaborate with senior IT staff on larger projects (e.g., system upgrades, deployments).
 8. Maintain inventory of IT assets and track warranty/service information.
 9. Provide basic training and support materials for end users.
 10. Ensure compliance with IT policies, security protocols, and data protection standards.
 11. Chromebook support and repair.
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MARGINAL DUTIES AND RESPONSIBILITIES

Marginal duties of this position include the following. Employees in this position perform some or all of the following tasks. Other duties may be assigned.

1. Attends in-service trainings.
2. Attends staff meetings.
3. Fills out communication log(s).
4. General cleaning including vacuuming and sanitizing equipment and other items as directed.
5. Inventories, orders and stocks supplies.
6. Reports issues to authorities as necessary, animal control, suspicious activity, etc.

SUPERVISORY RESPONSIBILITIES

All school employees have some responsibility for supervising students and assisting in maintaining a safe environment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

High School diploma or equivalent

- 0-2 years of hand-on experience in a help-desk, support, or technical role
- Familiarity with Windows, macOS and/or chrome operating systems
- Basic understanding of networking concepts (TCP/IP, DHCP, DNS)
- Strong verbal and written communication skills
- Excellent customer service orientation and problem-solving ability

PREFERRED QUALIFICATIONS

- Associate's degree in information technology, Computer Science, Network Administration, or related field
- CompTIA A+ or equivalent certification (e.g., Microsoft Certified: Fundamentals)
- Experience with Active Directory, Office 365/Microsoft S65 administration
- Exposure to ticketing systems
- Familiarity with basic scripting (PowerShell, Bash)

Skills & Competencies:

- Analytical mindset with attention to detail
- Ability to prioritize and manage multiple requests simultaneously
- Team-player with a willingness to learn and grow
- Strong organizational skills and ability to document processes clearly
- Adaptability in a fast-paced, evolving technical environment

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to walk; stand; sit; use hands for fine manipulation, handle or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel or crouch or crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus and peripheral vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is a standard classroom setting. The noise level in the work environment is usually low to moderate, but occasionally high depending upon student activities. The employee may be exposed to bodily fluids bloodborne pathogens.

OTHER

Note: This is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with the job. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The school district may add to, modify or delete any aspect of this job (or the position itself) at any time as it deems advisable.

Prepared Date: July 2025

I have read and understand this job description.

Signature:

Date:
