

OaklandSchools

**November 25, 2026**

## POSITION OPENING: Senior Technical Support Specialist (Multiple Positions)

## IN THIS ROLE:

As a Senior Technical Support Specialist, you will thrive in a collaborative, mission-driven environment where your technical expertise directly impacts the educational experience. In this multifaceted role, you will be responsible for the full lifecycle of technology—from configuring and installing personal workstations, network equipment, and software to managing complex audiovisual systems in the classroom. We are looking for a dynamic, customer-focused professional who can seamlessly transition between providing high-level Tier 2 and 3 technical support and leading strategic projects that include researching new technologies, managing staffing resources, and developing comprehensive end-user training and documentation. If you are a motivated self-starter with a passion for problem-solving and a commitment to delivering outstanding service within the school system, this is the perfect opportunity to leverage your leadership and technical skills to empower our community.

## WHAT WE NEED:

- Configures, images, and installs personal workstations and network equipment.
- Packages and installs required workstation software.
- Maintains an accurate inventory of district-owned software and hardware.
- Provides technical assistance and support to end users on the application of technologies and resolution of technical issues.
- Works with vendors to resolve technical problems as needed.
- Provides back-up support to the Help Desk function.
- Performs moves, additions, and changes to network user accounts.
- Maintains required documentation.
- Maintains statistics on help desk activities.
- Performs moves, adds, and changes of telephones.
- Researches and evaluates the usefulness of new hardware and software products.
- Coordinates and conducts individual training or workshops.
- Provides leadership for assigned projects and/or initiatives.
- Performs other duties as assigned.

## WHAT YOU NEED:

- Associate’s degree in Computer Science, Information Technology, or a related field and a minimum of 2-3 years of related experience; or other equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.
- CompTIA A+ certification is preferred.

## SALARY DETAILS:

**$62,076 - $77,523 salary** based on relevant prior work experience.
Exempt position / 12-month work year.
This is a field services position in which employees perform their job duties onsite in a local district each day.

## WHY WORK FOR OS?

Aside from working with talented experts on important initiatives, when you join Oakland Schools, you'll also get these great benefits:



### Pension Plan

OS offers the opportunity to enroll in a pension plan to help support your financial stability.



### Full Health Coverage

High quality, low-cost health insurance plans. Employer paid dental, vision, life insurance, short and long-term disability, and well-being benefits.



### Wellbeing Program

OS utilizes a holistic approach to provide resources that support the wellbeing of our employees.



### Professional Learning

OS provides various professional learning opportunities to advance your skill sets with education development.



### Flexible Vacation Time

Experience built-in vacation, including time off for winter and spring break and generous leave time, so you can have a healthy work-life balance.



### Other Perks

You're eligible for preferred pricing on pet insurance, legal coverage for most of your legal needs, additional life insurance and access to the Student Loan Repayment Program (PSLF) for loan forgiveness in public service.

## Public Service Loan Forgiveness (PSLF) Program

Working with Oakland Schools isn't just meaningful - it's financially rewarding!

Oakland Schools qualifies as an eligible employer for the Public Service Loan Forgiveness Program. The PSLF Program forgives the remaining balance of your Direct Loans based on the following requirements of eligibility:

- after the individual has made the equivalent of 120 qualifying monthly payments under an accepted repayment plan, and
- while working full-time for an eligible employer (for a weekly average, alone or when combined, equal to at least 30 hours)

For additional information, please visit studentaid.gove/manage-loans/forgiveness-cancellation/publicservice

## WHO WE ARE:

Oakland Schools (OS) is an Intermediate School District (ISD) focused on providing educational and technology services to local school districts in a cost-effective manner to provide students with a superior education. We also operate our Oakland Schools Technical Campuses (OSTC) and Virtual Learning Academy Consortium (VLAC). You will help students have the best learning experience possible through your work at OS! To learn more about us, visit https://www.oakland.k12.mi.us/about.

## HOW TO APPLY:

To apply, please use the Oakland Human Resource Consortium (OHRC) website. You will need to make an account on the OHRC website to apply. To access this application click the position title below:

**Senior Technical Support Specialist**

Oakland Schools is a member of the OHRC. Once you create your account, you will be able to apply for positions within our district as well as positions available through other member districts. All applications must be completed on the OHRC website. Please do not email or fax application materials to Oakland Schools.

**NOTE:** Interested candidates must be available to interview **early to mid-January, 2027.**

For questions regarding this position, please contact HRRecruiting@oakland.k12.mi.us

In accordance with state and federal law, Oakland Schools does not discriminate, nor permit discrimination, on the basis of race, color, national origin, ethnicity, religion, sex (including pregnancy or parental status, gender identity, gender expression, and sexual orientation), disability, age, height, weight, marital status, military service, veteran status, genetic information, or any other legally protected status, in its educational programs and activities, employment, or enrollment. The District also provides equal access to the Boy Scouts of America and other legally designated youth groups. For questions or complaints regarding unlawful discrimination or harassment, employees should contact the Assistant Superintendent of Human Resources, Personnel Management, and Labor Relations at 248.209.2466 or Complaints@oakland.k12.mi.us. Students and others should contact the Civil Rights/Title IX Coordinator at 248.209.2467 or CivilRights.TitleIX@oakland.k12.mi.us.

This job posting is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.