

## Position Description

### **INFORMATION TECHNOLOGY SUPPORT SPECIALIST**

#### **K-6**

#### **JOB SUMMARY:**

Under the direction of the Director of Technology the Information Technology Support Specialist is responsible for training, assisting and supporting staff in the installation, configuration, operation and maintenance of assigned software and hardware systems. Must be able to assume assignments with a high degree of self-direction, proceed in an organized manner, understand how to research requirements and issues, provide documentation of work and procedures, and seek expert assistance where indicated. Excellent communication skills are essential. Regular interaction with users in a timely and professional manner is required.

#### **JOB FUNCTIONS:**

- Provide technical advice and assistance to building-level Digital Learning Specialists, Administrators and Staff.
- Serve as the direct contact for building Digital Learning Specialists for addressing hardware and software problems and facilitates the repair and maintenance with District technical personnel.
- Become proficient in the use of all existing and newly acquired technology and software systems, in order to assist staff to access and maximize their use of such systems.
- Responsible for management, imaging and deployment of iPads and other mobile devices in assigned schools.
- Responsible for purchasing and maintaining app licensing for iPads under Apple's Volume Purchasing Program.
- Work closely with building Digital Learning Specialists to support the educational usage of mobile devices and all other school instructional technology.
- Manage database import/exports for integration into other software systems • Create and maintain computer images for assigned schools and work with technology team members to deploy images when required.
- Assist in the planning, development, and management of other systems as required, and provide ongoing support for users.
- Attend workshops, conferences, training approved by the Director of Technology to improve the skills and knowledge needed to perform the assigned duties.
- Perform such other tasks and assume such other responsibilities as the Director of Technology may assign.

#### **QUALIFICATIONS:**

##### **A. Education**

- Bachelor's Degree in Computer Science or equivalent content area.

##### **B. Experience**

- Technical and end user knowledge of MacOS, Windows OS, Chrome OS, iPadOS, and iOS operating systems. Hardware certifications and basic knowledge of OS X server a plus. Experience deploying computer hardware and connecting devices to the network. Experience with technology peripheral devices such as digital cameras, projectors, and interactive whiteboards. Advanced knowledge of databases, spreadsheets, word processing, and presentation software including Google Workspace for Education, Google Sites, Gmail and online educational applications. Overall, a minimum of 5 years of experience in a technology support capacity.

**C. Other Considerations and Requirements**

- Good interpersonal skills necessary for extensive interaction with school staff. Ability to communicate needs in non-technical language and in a clear and understandable fashion.
- Excellent organizational skills with the ability to work on multiple projects and/or assignments simultaneously.
- Ability to instruct others in all the school’s data based applications.
- Excellent analytical/problem-solving skills.
- Ability to read, analyze and interpret technical documentation.
- Ability to work cooperatively and effectively with peers, supervisors, parents and outside agencies.
- Maintains a valid driver’s license and reliable transportation.

**TERMS OF EMPLOYMENT:**

260 day contract

**REPORTS TO:**

Director of Technology

**EVALUATION:**

In accordance with district procedures.

**PHYSICAL ACTIVITY REQUIREMENTS:**

**Primary Physical Requirements:**

1. Lift up to 10 lbs.: Frequently required
2. Lift 11 to 25 lbs.: Occasionally required
3. Lift 25 to 50 lbs.: Rarely required
4. Lift over 50 lbs.: Not required
5. Carry up to 10 lbs: Frequently required
6. Carry 11 to 25 lbs: Occasionally required
7. Carry 26 to 50 lbs: Rarely required
8. Carry over 50 lbs: Not required
9. Reach above shoulder height: Occasionally required

10. Reach at shoulder height: Occasionally required
11. Reach below shoulder height: Occasionally required
12. Push/Pull: Occasionally required

**Hand Manipulation:**

1. Grasping: Occasionally required
  2. Handling: Occasionally required
  3. Torquing: Occasionally required
  4. Fingering: Frequently required
- All technology systems

**Other Physical Consideration:**

1. Twisting: Rarely required
2. Bending: Occasionally required
3. Crawling: Rarely required
4. Squatting: Occasionally required
5. Kneeling: Rarely required
6. Crouching: Occasionally required
7. Climbing: Rarely required
8. Balancing: Rarely required

**Work Surface (s):**

Varies from carpeting, linoleum to tile.

**During the Work Day, Employee is Required to:**

Sit: 4 hrs Stand: 2 hrs Walk: 2 hrs

**Cognitive and Sensory Requirement(s):**

1. Talking: Necessary for communicating with others.
2. Hearing: Necessary for receiving instructions and inquiries.
3. Sight: Necessary for doing job effectively and correctly.
4. Tasting and Smelling: Not required.