

TOLLESON UNION HIGH SCHOOL DISTRICT NO. 214

Instructional Support

Position Description for: **Technology Support Specialist II**

Qualifications and Essential Skills:

1. High school graduate with extended schooling in computer science including a variety of vendor certifications. MCP, A + Certifications preferred.
2. Experience (2-3 years) with microcomputer hardware and software support in a network environment. Experience with Microsoft Office, Windows 7/8/2008/2012 Operating Systems (server and workstation). Installation, setup, and troubleshooting skills are essential.
3. Certification to perform maintenance, diagnostics, repairs and upgrades of district computer equipment.
4. Knowledge and experience with networking software and hardware.
5. Ability to communicate effectively through both written and oral communication.
6. Ability to maintain appropriate interpersonal relationships with students, parents, and other staff of the District.
7. Ability to work with multiple priorities and tasks.

Function:

To provide Tolleson Union High School District with support in all areas of Information

Technology/Information Systems functions including the continuing operation, maintenance, and upgrade of new and existing district Information Technology infrastructure.

Essential Duties and Responsibilities:

1. Perform installation, maintenance, diagnostics, repairs and upgrades of personal computers, networks and peripherals.
2. Maintain system and end user documentation regarding IT/IS infrastructure.
3. Analyze and resolve problems associated with PC hardware, Windows 7/8/2008/2012 Operating Systems and associated application software.
4. Provide reports and/or logs of all maintenance and repairs performed.
5. Maintain inventory logs of all technology equipment.
6. Assist in providing staff development for certified and support staff to improve use of district computers and software.
7. Perform special projects using computers and software to improve job performance and efficiency.
8. Perform and completes other tasks as assigned.

Responsible to: Technology and Information Systems Director

Terms of Employment: Twelve-month assignment. Eligible for standard benefits.

FLSA: Non-Exempt

Evaluation: This position will be evaluated annually as outlined in Governing Board Policy.

Salary Range: \$25.84 - \$29.47