JOB DESCRIPTION
SPECIALIST
INFORMATION SERVICES

JOB DESCRIPTION CREATION / REVISION DATE: 11/09/17

POSITION TITLE: Specialist - Technology (Full time – Hourly)

DEPARTMENT: Information Services

REPORTS TO: Supervisor - Technical Support Services

SUPERVISES: N/A

POSITION GOAL(S):
Analyze and respond to requests for technical support over the phone and in person to provide solutions. Resolve technical issues or elevate resolution to Technical Support Supervisor when needed. Specialist will interact directly with supervisor, faculty, staff, students, and members of the public to ensure a level of high customer service and resolution to technical matters. Will ensure attendance and punctuality is in alignment with the district timekeeping policy. Will track and document all requests to establish and maintain department protocol and timely resolution as defined by the Director of IS. Maintains confidentiality of student/staff information in the school district and in the community. Travel within the district and surrounding communities is required.

JOB DUTIES / ACCOUNTABILITIES:
1. Create, resolve, escalate, and close Help Desk tickets using the Help Desk management system.
2. Document all troubleshooting steps and resolutions for future reference using Knowledge Base Solutions.
3. Maintain, analyze, troubleshoot, and repair computers, peripherals, network connectivity, and printers as assigned.
4. Provide support all District testing (PARCC, MAP, ACCESS etc.).
5. Provide training to end users as related to technology.
6. Provide, maintain, and troubleshoot network connectivity.
7. Perform routine tasks, including cleaning, to maintain computer equipment and peripherals.
8. Compile and archive data as assigned.
9. Maintain ongoing organization and cleanliness in assigned computer areas.
10. Record school equipment and asset inventory as assigned.
11. Other duties as assigned.

EXPERIENCE / KNOWLEDGE:
1. Minimum of one year, hands-on computer support experience.
2. Understanding of TCP/IP (Transmission Control Protocol/Internet Protocol) and networking tools.
3. Demonstrated knowledge of Windows operating systems.
4. Ability to learn and support new applications.
EDUCATION:

1. High School Diploma or equivalent.
2. Bilingual English/Spanish written and verbal preferred.

PHYSICAL DEMANDS:

1. Ability to lift, move, or carry up to 50 lbs. with proper technique.
2. Utilize ladders with proper technique.

TERMS OF EMPLOYMENT:

This is a Full Time (40 hours per week) position. Salary and benefits are as established by the Board of Education.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board’s policy on evaluation of support service personnel.

Employee Signature: __________________________ Date: ______________

Supervisor Signature: ________________________ Date: ______________