

Technology Support Specialist

Williston School District #7

Job Title: Technology Support Specialist

FLSA: Non Exempt

Reports to: Technology Director

Job Summary:

The Technology Support Specialist assists students and staff with use of computer systems, classroom technology, and online tools.

Essential Duties and Responsibilities:

- ☐ Provide exemplary customer service to District staff and students.
- ☐ Installs, updates and maintains hardware configurations.
- ☐ Installs, upgrades and maintains software.
- ☐ Installs, upgrades and maintains networks and telecommunications equipment.
- ☐ Assists Network Administrator with maintenance of network integrity, including metering and security.
- ☐ Transfers equipment in and between buildings.
- ☐ Recommends changes in programs, routines and quality control standards to improve computer operating efficiency.
- ☐ Provides training on a one-on-one basis and in classroom settings for all staff members as needed and/or requested.
- ☐ Provides staff development in the use of computers as an instructional tool.
- ☐ Maintain equipment and software inventory.
- ☐ Develop and maintain appropriate documentation for all systems, work orders, and assigned projects.
- ☐ Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- ☐ Provide administrative support to the technology department.
- ☐ Other duties as assigned.

Supervisory Responsibilities: This position has no supervisory responsibilities.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS:

Ability to identify and resolve problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics. Ability to communicate well with others. Ability to balance team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able

to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed. Ability to look for ways to improve and promote quality; Demonstrates accuracy and thoroughness. Ability to follow policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values. Ability to display willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions. Ability to adapt to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events. Ability to maintain a high level of ethical behavior and confidentiality when dealing with student, staff and/or parent information.

TECHNOLOGY SKILLS:

An individual should have working knowledge of computer systems, mobile technology, software, the internet, and educational technologies and applications.

EDUCATION and EXPERIENCE:

High School Diploma or GED equivalent; Associate's degree from two-year College or technical school; or equivalent combination of education and experience.

KNOWLEDGE:

ABILITY:

RESPONSIBILITY:

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit. The employee is frequently required to stand and use hands. The employee is occasionally required to walk; reach with hands and arms; climb or balance and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 50 pounds.

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.

TERMS OF EMPLOYMENT:

261-day calendar.

Employee Printed Name

Employee Signature

Date

