

Job Title: Technology Support Advocate - Online Schools
Department: Technology Department
Reports To: Technology Support Coordinator
FLSA Status: Non Exempt
Salary Schedule: MN lane 08



SUMMARY

The Online Schools Technology Support Advocate is responsible for the maintenance and support of all technology used by the Online Schools. The Advocate supports students, staff and parents on all tech solutions offered within the Online School program. The Advocate monitors and provides support through the Technology HelpDesk for School Staff, Students and Parents. The Advocate travels throughout the state when required during student testing windows to provide support at designated testing sessions. The Advocate is responsible for the installation of network infrastructure, network hardware, computers, software and technical support. The Advocate is responsible for the maintenance/support of networks, network servers, computers and software. The Advocate will advise the Principal and Online School staff on technology solutions. The Advocate will work with other WCSD technology personnel to drop off and pick up equipment at the district technology repair shop. The Advocate will also utilize these same duties across any technology related requests upon the direction of their supervisor. The Advocate is required to maintain a high level of discretion, professionalism and confidentiality at all times.

The Online School Technology Support Advocate indirectly reports to the Online Schools Principals.

ESSENTIAL DUTIES AND RESPONSIBILITIES *may include the following. Regular, reliable worksite attendance and timeliness is an essential job function to perform the essential duties and responsibilities of the position. While this job description attempts to outline all essential duties of the position, the description is not a contract and the job functions are subject to change at the organization's discretion. Other duties may be assigned.*

Troubleshoots all current operating systems.

Installs a variety of system and operational programs. Installs and troubleshoots hardware as necessary.

Sets up network configurations and printers, and troubleshoot setup problems on District computers.

Instructs employees on basic use of software tools like operating systems, Microsoft Office, Google Apps, and cloud based utilities.

Provides support for and trains users in network, web browsing, email, websites, databases, SAAS and other systems.

Maintains network stability by coordinating with the network and security team to reset or replace routers, switches, DHCP appliances and other network devices.

Prepares and maintains documentation identifying support provided, training, system configurations, and other documentation as required.

Maintains and fills support tickets through the ticket work order request system. Closes tickets upon completion with descriptive updates.

Assists and troubleshoots student information systems for teachers and school staff members.

Responds to Help Desk requests by answering software questions and providing information and answering hardware questions and providing information.

Coordinates and organizes tech requests by helping in creating requests.

Maintains records on technology equipment placed in schools to include:

- o repair status and information
- o reassigning equipment within the building or district
- o coordinates with inventory secretary on information needed for school technology budget purposes

Prepares and offers instruction for technology staff members where instructional needs are identified.

Provides school administrators with reports on the status of school level technologies.

Works with other technology personnel on major technology projects.

Ensures that all computer related equipment within each of the schools is in good working order.

Works with cone site administrators on replacement cycles and plans for outdated equipment.

Sets up labs and other equipment in the schools.

Maintains and helps troubleshoot servers, computers, and other technology. Installs a variety of system and operational programs.

Provides internet connectivity where appropriate.

Prepares and maintains documentation identifying support provided, training, system configurations, and other documentation as required.

Provides aid in developing detailed specifications and rotation schedule for computer equipment to be purchased in accordance with the standards set forth by the Technology Department.

Develops and supports local technology resources as needed.

Offers support and instruction to school employees on all new types of technology being introduced into the schools.

Coordinates with administrators in planning and implementation of the Online School funded technology initiatives and makes recommendations for adoption of technologies in accordance with the standards set forth by the Technology Department.

Works in conjunction with technology personnel to cover all the technology needs in each cone site area.

Attends and participates in district level technology training and school meetings.

Coordinates with and reports to the Tech Support Coordinator.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

KNOWLEDGE, SKILLS, ABILITIES, AND QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must demonstrate an acceptable level of maturity, good judgment, and emotional stability.*

Technical understanding and experience with LAN, WAN, and Wireless technology including operating systems, security, internet connectivity, protocols, IP addressing, topologies, wiring specifications and peripherals.

Technical understanding and experience with operating systems including Windows, Mac OS, IOS, Chrome, and Linux.

Familiarity with a broad spectrum of commercial productivity software to include work processing, spreadsheets, database and desktop publishing.

Skill with computer and network diagnostic utilities and problem analysis.

Ability and experience in maintaining, repairing and troubleshooting PC/Mac computers and peripheral devices.

Technical understanding of software, website, and database development. Maintain a high level of confidentiality and discretion.

Demonstrated ability to organize and work effectively with other people. Demonstrated ability to set and meet timelines.

Ability to read, write, and communicate effectively in English at a level required for successful job performance. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of employees of the school district.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Ability to apply common sense understanding to carry out essential duties of this position. Ability to carry out instructions furnished in written, oral, or diagram form. Ability to troubleshoot and solve problems involving concrete variable situations.

Ability to communicate complex technical systems, requirements and district technical standards in common sense understanding and terms to non-technical personnel. Ability to build professional relationships with school principals and administrators and make technical recommendations.

EDUCATION and/or EXPERIENCE

Associate’s Degree in computer information technology or other related field and at least 3 years’ of experience in a field of technology or equivalent combination of both significant education and related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have and maintain an active Utah Driver’s License. Must complete Utah Risk Management Defensive Driver training every two years. (Utah Code R31-1)

PHYSICAL DEMANDS *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, use fingers and hands to handle, talk, and hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Must be able to drive to assigned schools throughout each work day.

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.*

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Prepared By: Technology & Media Director II		Date: 11/25/2024
Approved By: Assistant Director, Human Resources		Date: 12/05/2024
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: Director of Operations & Security Date: 04/11/2025
<input type="checkbox"/> Review	<input type="checkbox"/> Revised	By: Date:
<input type="checkbox"/> Review	<input type="checkbox"/> Revised	By: Date:
<input type="checkbox"/> Review	<input type="checkbox"/> Revised	By: Date:

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT:

By signing below, I acknowledge that I have received a district approved position description for my current position. I understand it is my responsibility to review the position description and direct any questions regarding the position description to my department supervisor or the Human Resources Department.

Print Name:	Date:
Employee Signature:	