



Job Title: Technology Support Specialist
Department: Technology Department
Reports To: IT Field Support Manager
FLSA Status: Non Exempt
Salary Schedule: MN lane 08

SUMMARY

The Technology Support Specialist provides technology support for all schools by responding to work requests submitted by school administration and staff. This includes installing software, configuring computers, and troubleshooting programs, printers, networks, and associated systems by performing the following duties.

In addition the Technology Support Specialist repairs and services technology being used by school staff. The Specialist collaborates with advocates, school techs and other support staff on the maintenance and support of all technology within the schools of WCSD. The Specialist is responsible to help in the installation of networks, network servers, computers and software. The Specialist helps to advise school technology representatives on best solutions. The Specialist will also troubleshoot and solve technology problems within each of the schools and drop off and pick up equipment to the district technology repair shop as needed.

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 district 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, e-mail, 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 system 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:

- inventory (location, serial numbers, model names and numbers, age)
- repair status and information
- reassigning equipment within the building or district
- maintaining information needed for school technology budget purposes

Communicates with cone sites Technology Support Advocates if there are needs for new technology in a building or location.

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

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

Works with other elementary technology support and cone site and district level technology personnel on major technology projects.

Offers support and instruction to school employees in software and hardware being introduced, or being used in schools.

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

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.

Trains and troubleshoots with Fog imaging.

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

Attends and participates in district level technology training, collaboration and meetings.

Coordinates with and reports to the IT Field Support Manager.

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 word 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 variables situations.

Must be able to drive to assigned schools throughout the day.

EDUCATION and/or EXPERIENCE

Bachelor's Degree in computer information technology or other related field 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.

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: IT Field Support Manager		Date: 5/4/2020
Approved By: Assistant Director, Human Resources		Date: 5/5/2020
<input type="checkbox"/> Review <input checked="" type="checkbox"/> Revised	By: Director of Operations & Security	Date: 9/11/2023
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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:	