

## **Specialist - Technology Support**

### **Purpose Statement**

The job of Specialist - Technology Support is done for the purpose/s of serving as a resource for users of district wide information systems (student and business management); analyzing problems and issues related to the information systems and related software; and assisting users with data integrity and reporting.

This job reports to the Manager of Network Infrastructure

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### **Essential Functions**

- Coordinates with outside contractors for the purpose of designing, installing, repairing and maintaining district technology systems.
- Designs a variety of queries and reporting options for the purpose of responding to requests for specific data and developing new reports.
- Facilitates and supervises ticket assignments within the system (e.g. determining urgency, impact and priority, etc.) for the purpose of determining and implementing solutions.
- Maintains manual and electronic documents, files and records (e.g. help desk log, work order system, etc.) for the purpose of providing up-to-date reference and audit trail.
- Maintains a variety of application software products and programs (e.g. installing new software, patches and/or upgrades, loading user data, controlling passwords, scheduling backups, etc.) for the purpose of ensuring availability and functionality of district supported software.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Prepares a variety of documents (e.g. instructions, notices, reminders, memos, etc.) for the purpose of archiving activities, providing written reference, and/or conveying information.
- Researches applications, vendors, consultants and emerging technology for the purpose of recommending products that meet district requirements for capabilities and costs, and providing technical assistance to district staff.
- Responds to inquiries from assigned departments and schools regarding district supported software (e.g. MS Office, SASI, Follett, business systems, district website, etc.) for the purpose of resolving problems, providing information and/or referring to appropriate personnel.
- Support assigned projects and programs (e.g. spam filtering, web security, computer lab setup, data integrity, etc.) for the purpose of ensuring security and functionality of district supported software.
- Troubleshoots malfunctions of network hardware and/or software applications within the District's local and wide area networks (e.g. servers, hubs, routers, network protocols, etc.) for the purpose of resolving operational issues and restoring services.
- Tutors school site staff (via telephone and in person) on functions and operating requirements of district supported software applications and peripheral equipment for the purpose of providing ongoing support and maximizing the capabilities of district staff.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## **Job Requirements: Minimum Qualifications**

### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment using pertinent software applications; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: business telephone etiquette and pertinent software applications.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; and working with frequent interruptions.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is some opportunity to impact the organization's services.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience with increasing levels of responsibility is required.

Education Targeted, job related education with study in job-related area.

Equivalency

Required Testing

Certificates

Driver's License & Evidence of Insurability

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

Salary Range

II - Lead TSS