Technology Support Specialist I

Purpose Statement

The job of Technology Support Specialist I is done for the purpose/s of installing, upgrading and configuring workstations within the District; resolving software and hardware problems; developing and delivering job aides; and setting passwords and security levels.

This job reports to the Lead Technology Support Specialist

Essential Functions

- Administers district policies regarding use of computers and data access (e.g. updating virus software, set passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.
- Develops user job aids and on-line library of supplemental instructions for the purpose of enhancing staff ability to utilize computer software applications.
- Installs PC servers, print drivers, scanners, etc. for the purpose of ensuring availability for use by District personnel.
- Interacts with the District network for the purpose of installing, configuring and troubleshooting work stations.
- Maintains a variety of manual and electronic files and/or records (e.g. permission levels, network identification, security access, licenses, work logs, etc.) for the purpose of documenting activities, providing reference and audit trails.
- Monitors the status of the District's wide area network for the purpose of ensuring availability of network files and peripheral devices.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Performs initial workstation computer, peripheral and server set-ups (e.g. installation, testing, configuring, assigning passwords, security clearances, imaging, etc.) for the purpose of meeting the computer processing needs of the users.
- Prepares a variety of written materials (e.g. procedures, documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Provides training and in-service in general computer use, software applications, and file server operations for the purpose of ensuring the efficient use of computers and/or software application.
- Researches software applications for the purpose of recommending standardized applications in accordance with the district’s technology goals.
- Responds to requests for help, repairs, training, and/or upgrades, etc. by telephone or email for the purpose of providing information, scheduling appointments and/or referring to alternate resources.
- Responds to inquiries from a variety of district personnel for the purpose of providing support, technical advice and operational assistance.
- Trains and assists personnel in the proper use of district technology resources for the purpose of ensuring their ability to use new and/or existing processes.
- Troubleshoots user issues with computer workstations and servers (e.g. questions about application software, connectivity issues, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for problem resolution.

**Other Functions**
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
- Trains personnel for the purpose of ensuring their ability to use new and/or existing processes.

**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: teaching technical topics to non-technical audiences; adhering to safety practices; planning and managing projects; and gathering information to diagnose problems.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer operating and networking systems (e.g. Windows, Novell, etc.); computer hardware/network and troubleshooting techniques; network security; and office application software.

ABILITY is required to schedule activities; gather, collate, and/or classify data; and use basic, job-related 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 processes. 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 significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating with persons with diverse technical knowledge and skills; providing clear instructions; and setting priorities.

**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: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 20% sitting, 40% walking, and 40% standing. The job is performed in a generally hazard free environment and in a clean atmosphere.

**Experience**  
Job related experience is required.

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

**Equivalency**
<table>
<thead>
<tr>
<th>Required Testing</th>
<th>Certificates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job-Related Skills Proficiency Test</td>
<td>Appropriate Technology Certification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Continuing Educ./Training</th>
<th>Clearances</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintains Certificates and/or Licenses</td>
<td>Criminal Justice Fingerprint/Background Clearance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FLSA Status</th>
<th>Approval Date</th>
<th>Salary Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non Exempt</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>