

**Job Title:** TECHNICAL SUPPORT SPECIALIST

**Qualifications:** High School Diploma or equivalent is required. Associates degree with emphasis in technology and advanced coursework or training in computer networks is desired. Any technology related certifications are a plus i.e. (CompTIA Certification, Microsoft Certifications etc.) PC, networking, server and printer troubleshooting experience, experience with Windows Desktop and Server operating systems including, Active Directory.

**Reports to:** Director of Technology

**Job Goal:** to perform a variety of technical duties related to support the needs of the end users.

**Type of Position:** 260 days **Wage:** Contract

**Hours per week:** Exempt

**Responsibilities:**

- Provide technical support and resolve end user problems.
- Advise end user on appropriate action.
- Utilize and maintain the help desk tracking software and encourage all users to submit tickets through software.
- Document problems and resolutions in the help desk software to create a log that can be referenced by other members of the technology department.
- Install, configure and test new workstations, peripheral equipment and software.
- Create and maintain images for a variety of PC computers.
- Maintain and repair hardware.
- Manage printer assignments, printer service and repair.
- Manage users, passwords, groups, and devices in Active Directory and M365
- Perform timely workstation hardware and software updates as needed.
- Provides basic level support for phone system
- Troubleshoot and Support Interactive Boards, Displays, and Projectors
- Manage warranty claims on all district devices
- Assist the technology team in creating materials for end-user frequently asked questions (FAQs).
- Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit

**EVALUATION: Performance of this job will be evaluated on a yearly basis by the supervisor**

**PHYSICAL ACTIVITY REQUIREMENTS (Frequently, Occasionally, Rarely):**

**PRIMARY PHYSICAL REQUIREMENTS**

Lift up to 10 lbs.: Frequently required  
Lift up to 25 lbs.: Frequently required  
Lift 26 to 50 lbs.: Occasionally  
Lift over 50 lbs.: Rarely

CARRY up to 10 lbs.: Frequently required  
CARRY 11 to 25 lbs.: Occasionally  
CARRY 26 to 50 lbs.: Occasionally  
CARRY over 50 lbs.: Rarely

REACH above shoulder height: Occasionally  
REACH at shoulder height: Frequently required  
REACH below shoulder height: Frequently required  
PUSH/PULL: Occasionally

**OTHER PHYSICAL CONSIDERATIONS**

Twisting: Occasionally  
Bending: Occasionally  
Crawling: Occasionally  
Squatting: Occasionally  
Kneeling: Occasionally  
Crouching: Rarely  
Climbing: Rarely  
Balancing: Rarely

**WORK SURFACES:** (describe)

Composite desk  
Carpet/tile floors  
Computer keyboard/screen

**DURING AN EIGHT HOUR DAY,  
EMPLOYEE IS REQUIRED TO:**

Consecutive hours	Total Hours
Sit: 2	3
Stand: 1	3
Walk: 1	2

**HAND MANIPULATION**

Grasping:	Occasionally
Handing:	Frequently required
Torqueing:	Occasionally
Fingering:	Frequently required

**Environment: Inside: 98%      Outside: 2%**

Short Description: (Example: Work is performed inside and out of doors in an environment which includes exposure to physical elements or a number of disagreeable working conditions.)

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

**COGNITIVE AND SENSORY REQUIREMENTS:**

Talking:	Necessary for communicating with others.
Hearing:	Necessary for receiving information and instructions.
Sight:	Necessary to do job effectively and correctly.
Tasting & Smelling:	Smelling required to detect noxious fumes and odors.

**SUMMARY OF OCCUPATIONAL EXPOSURES:**

Bacterial and viral infections carried by children  
Cleaning products

**Special Conditions of Employment**

All employees must pass a criminal history background check

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

District Representative signature \_\_\_\_\_ Date \_\_\_\_\_