

Job description: IT Support Specialist

Location: District-Wide

Reports to: Director of IT

Work Schedule: 12 months

Qualifications: Two years of post high school education with emphasis on network and server systems, computing science, data processing, telephone systems, etc. and/or five years of experience working with applications and network environments.

Knowledge of Windows 10, Mac OS, and Google Apps for Education. Basic technology support knowledge of instructional technology devices including but not limited to Interactive Whiteboards, PCs, Chromebooks, laptops, technology peripheral devices and other mobile devices. A basic knowledge district infrastructure such as Cisco networking equipment, VMWare, VoIP, etc. Requires acute understanding of basic networking (wired and wireless) topography including Active Directory. Strong organizational skills and ability to multitask. Must be Google Educator Level 1 certified. Must be able to lift at least 40 lbs. Must be able to crawl and manipulate small objects related to computer equipment and peripherals. Must be willing to learn new technology as purchased by the school district for instructional purposes.

Duties:

- All aspects of computer set-up, installation, troubleshooting, service, upgrades, and maintenance.
- Be able to understand and maintain how computers connect to each other or the rest of the network; printing, both locally and on the network; and other instructional devices including but not limited to devices such as electronic whiteboards, Elmos, Chromebooks, iPads, Tablets, Kindles, Macbooks, etc.
- Duties can be performed remotely from a central location, in the customer's work environment, or in a combination of the two.
- Be knowledgeable in all aspects of computer support, diligent, and analyticals.
- Basic network configuration.

- Must possess outstanding communication skills.
- Will deal directly with the staff, teachers and administrators on resolving technical issues with district technology equipment and services.
- Hours can range from regular business hours, to around the clock, to "on-call" duty.
- Maintains client confidence and protects operations by keeping information confidential.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; and participating in professional societies.
- Contributes to the team effort in supporting technology in the district.
- Have a valid driver's license and be able to use a personal automobile.
- Perform other duties as assigned by the Director of Information Technology..