

JOB DESCRIPTION
UNIFIED SCHOOL DISTRICT #333
CONCORDIA, KS 66901

TITLE: Technology Support Specialist

QUALIFICATIONS:

1. Two-year post-secondary program in computer technology with relevant work experience or Bachelor's Degree in a technology related area.
2. Technical certifications (A+ or Microsoft) or equivalent work experience desired, may be required.
3. Broad technical knowledge of hardware, software, networking, and procedures for school operations with voice, video, and data.
4. Broad working knowledge of Adobe Reader, Microsoft Internet Explorer, Microsoft Office, and Microsoft Windows.
5. Ability to use the English language correctly and effectively (written and verbal) and demonstrated ability to communicate technical issues with non-technical persons.
6. Ability to learn and present technical content to district staff and students.
7. Ability to manage and prioritize multiple projects.
8. Ability to supervise assigned personnel.
9. Ability to share acquired knowledge effectively with co-workers.
10. Must be a team player who understands goals and responsibilities and helps others to meet and exceed those goals.
11. Must possess and retain a valid Kansas Drivers License.

REPORTS TO: Technology Director

HOURS PER WEEK: 40 hours

CLASSIFICATION:

JOB GOAL: To successfully integrate and maintain technology for the use of our staff and students. To help all employees and students use technologies as a tool to complete their daily work in as efficient a manner as possible.

PHYSICAL REQUIREMENTS:

Ability to:

1. Reaching: Extending hand(s) and arm(s) in any direction.
2. Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position to position. Occurs occasionally and requires the use of the upper extremities and back muscles. Includes bending at the waist, kneeling or crouching to reach equipment. Exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
3. Climbing: Ability to climb and use a ladder to a height of 20 feet.
4. Fingering: Picking, pinching, typing/keyboarding or otherwise working primarily with fingers rather than with the whole hand or arm as in handing something to a person.
5. Grasping: Applying pressure to an object with the fingers and palm.
6. Talking: Expressing or exchanging ideas by means of the spoken word.
7. Hearing: Ability to receive detailed information through oral communication.
8. Repetitive motions: Substantial movements (motions) of the wrists, hands, and/or fingers.
9. Visual Acuity—must be able to see a computer terminal and be capable of extensive reading, and operation of machines at distances close to the eyes.
10. The worker is not substantially exposed to adverse environmental conditions.
11. Organize and manage multiple tasks in a short period of time.
12. Maintain the confidentiality of district documents, business conversations, and student information.

PERFORMANCE RESPONSIBILITIES:

1. Provide technical assistance and support to school sites, district office, district staff, and students.
2. Supervise, coordinate and participate in the installation, configuration and maintenance, and removal of computer hardware, peripheral equipment (including printers, PDA's, etc.) and software (including software updates and patches).
3. Provide implementation support to classified and certified staff in the proper use of software modules including STIOffice and STIClassroom.
4. Obtain and maintain knowledge of computer applications utilized by the district.
5. Communicate with District personnel or outside agencies to exchange information as needed to troubleshoot software and/or hardware problems.
6. Prioritize and respond to requests concerning hardware and software problems then troubleshoot and diagnose these software and hardware problems and develop solutions and appropriate actions.
7. Train and supervise the performance of assigned personnel.
8. Coordinate and schedule computer installation and repair activities.
9. Monitor inventory levels of technology supplies and notify the Technology Director when supplies are needed.
10. Provide input regarding budget requests and general technology needs.
11. Perform routine preventive maintenance on hardware, software, peripherals, and network equipment.
12. Perform routine inventory functions on hardware and network equipment.
13. Assign and update as needed user logins for network and computers.
14. Coordinate and assist with all computer lab installations.
15. Implement the district plan for the proper disposal of district technology hardware.
16. Other responsibilities as assigned by the superintendent or the Technology Director.

TERMS OF EMPLOYMENT: As per Board policy and regulations.

EVALUATION: Performance of this job will be evaluated in accordance with provisions of the BOE's policy on Evaluation of Certified or Classified Personnel depending on license.