Job Title: IT Support Specialist
Job Family: IT
Pay Program: Classified
Job Code:
Typical Work Year: 12 Month Position
Reports to: Technology Director

SUMMARY: The IT Support Specialist position provides on-demand technology assistance and support for students, teachers, staff, and other district users. Duties include but are not limited to responding to technical support tickets, gathering information needed for troubleshooting, setting up and onboarding technology equipment, repairing devices, implementing hardware and software solutions, tracking inventory needs, and communicating effectively with clients. IT Support Specialists will work collaboratively in a small, team-based environment and should exhibit a self-directed, service-oriented mindset.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
· Provide on-demand technology assistance and support to all district users.
· Deliver technical assistance and support in-person, over the phone, and online.
· Create, respond, and resolve technology support tickets for both hardware and software issues.
· Install, configure, repair, and maintain Apple devices including iPads, MacBooks, and iMacs.
· Install, configure, repair, and maintain Chromebooks and other ChromeOS devices.
· Install, configure, repair, and maintain AV equipment such as projectors and interactive whiteboards.
· Install, configure, repair, and maintain Windows laptops and desktop workstations.
· Connect users to managed print servers and conduct basic printer troubleshooting.
· Deploy apps, management policies, and other settings via a mobile device management solution.
· Resolve common user issues such as password resets, access permissions, and email lists.
· Demonstrate cybersecurity best practices and model such practices for all district users.
· Create clear and concise written documentation including screenshots and/or video tutorials.
· Maintain accurate inventory records of all technology equipment and resolve inventory errors.
· Follow directions with minimal supervision and collaborate effectively in a small-team setting.
· Attend work regularly and on time while maintaining an accurate record of hours worked.
· Follow all district policies and procedures at all times, paying particular respect to safety.
· Provides information to the Director of Technology on all matters of relevance.
· Assume other duties and responsibilities as assigned.

Job Tasks Descriptions	Frequency	% of time
1. Install, configure, repair, and maintain district technology. This includes all 1-to-1 student devices, staff devices, classroom equipment (doc cameras, projectors, interactive whiteboards, etc.), printers, and associated software.	Daily	45%
2. Troubleshoot user account issues and respond to technology problems reported by users via the district HelpDesk system. This includes developing documentation for common problems and exhibiting strong customer service skills.	Daily	30%
3. Assist in the design, planning, implementation, and evaluation of district technology projects. This includes maintaining accurate inventory records and contributing to discussions about recommended policies and procedures.	Ongoing	15%
4. Perform other duties as assigned.	Ongoing	10%

EDUCATION AND RELATED WORK EXPERIENCE:
- High school diploma or equivalent.
- Two years training or work experience involving Apple, ChromeOS, and Windows devices.
- Work experience in a PK-12 education setting is highly desirable but not required.

LICENSES, REGISTRATIONS OR CERTIFICATIONS:
- Valid driver's license required.
- CompTIA A+ certification or willingness to pursue similar credentials is highly desirable.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Possess effective oral and written communication skills.
- Ability to relate successfully with students, staff, administrators and vendors.
- Ability to build and maintain relationships in a cooperative work environment.
- Ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to handle diversity in an objective manner.
- Ability to work independently.
- Strong working knowledge of Apple, Chrome, and Windows operating systems.
- Use of diagnostic tools to assess or monitor computer systems.
- Use of OS command line functions and basic LAN/WAN knowledge is desirable.
- Ability to prioritize and meet deadlines in a timely manner.
- Ability to plan and implement scheduled preventative maintenance.
- Ability to perform diagnostic examinations and repair of district-owned technology
- Ability to handle and maintain the confidentiality of student and staff information.
- Ability to set goals and establish methods for achieving these goals.
- Pursues continuous improvement by participating in educational opportunities, maintaining professional networks, and other job-related learning.
- Keeps colleagues informed and updated of work as needed.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	Position Title	Job Code
Reports to:	Director of Technology	

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	Amount of Time			
Physical Activities	None	Under ⅓	⅓-⅔	Over ⅔
Stand			x	
Walk			x	
Sit			x	
Bend			x	
Write			x	
Type			x	
Speak			x	
Listen			x	
Twist		x		
Reach with hands & arms		x		
Climb or balance		x		

	Amount of Time			
Weight & Force Demands:	None	Under ⅓	⅓-⅔	Over ⅔
Up to 10 pounds			x	
Up to 25 pounds			x	
Up to 50 pounds		x		
Up to 100 pounds	x			
More than 100 pounds	x			

	Amount of Time			
Work Environment:	None	Under ⅓	⅓-⅔	Over ⅔
Wet or Humid Conditions (non-weather)		x		
Work near moving mechanical parts		x		

	None	Under ⅓	⅓-⅔	Over ⅔
Work in high, precarious places		x		
Fumes or airborne particles		x		
Toxic or caustic chemicals	x			
Outdoor weather conditions		x		
Extreme cold (non-weather)		x		
Extreme heat (non-weather)		x		
Risk of electrical shock		x		
Work with explosives	x			
Risk of radiation	x			
Vibration	x			

	Amount of Time			
Vision Demands:	None	Under ⅓	⅓-⅔	Over ⅔
Close			x	
Peripheral			x	
Distant			x	

Noise Level:	**Exposure Level:**
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	

The statements in this job description are intended to describe the general nature and level of the work to be performed by (an) individual(s) assigned to this position. They are not an exhaustive list of all duties and responsibilities related to the position. This job description will be reviewed periodically as duties and responsibilities change with business necessity and School Board Policy and procedures. Essential and marginal job functions are subject to modification.