

**Job Description**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**POSITION TITLE:** Technology Support Specialist II

**F.L.S.A.** Non-Exempt

**REPORTS TO:** Director of Technology

**QUALIFICATIONS:**

1. Two-year college or technical degree preferred and 3+ years of experience or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the position
2. 3+ years of experience with current Windows operating systems
3. Working experience with computers in a managed client environment
4. Working knowledge of Microsoft Office Suite and internet applications
5. Experience supporting multimedia systems including digital projectors, television, audio systems, and interactive whiteboards
6. Ability to maintain confidentiality, communicate clearly orally, and in writing.
7. Strong interpersonal, and analytical skills
8. Ability to work responsibly with minimal supervision; work occasionally after hours
9. Ability and desire to provide excellent customer service to internal and external customers
10. Experience installing, terminating, and the testing Cat6 cable
11. 3+ years of experience with current Apple OS systems
12. A+ Certification (preferred)
13. Jamf Pro certification (preferred)

**ESSENTIAL JOB FUNCTIONS:**

1. Performs initial and/or complex software and hardware 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.
2. Administers district policies regarding the 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.
3. Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance, advice, and support.
4. Provides an on-site hardware support resource for all school personnel with technology hardware problems or questions relating to PC's, laptops, tablets, Chromebooks, i-devices, projectors, printers, and other IT related hardware
5. Educate users on proper Technology work order procedures for technology incidents and requests.
6. Maintains hardware inventory for the purpose of maintaining necessary equipment and ensuring the availability of items as needed
7. Effectively diagnose and troubleshoot issues as needed for work orders, including repairs to printers, scanners, projectors, Smartboards, network cables, PC setup, and removal
8. Sets up iPads and Chromebooks and assists in the management of these devices
9. Coordinates repair work schedules with school and district office personnel for the purpose of minimizing disruption of services and/or inconvenience
10. Assist with the installation and updating of district software not capable of being updated remotely by the Technology Department
11. Researches software applications for the purpose of recommending standardized applications in accordance with the district's technology goals.
12. Installs and replaces/repairs networking and phone cables in the ceiling, walls, and floors
13. Contributes to the Technology Department to promote a proactive stance with regard to planning for facility remodels and additions
14. Train and assist users in the proper use of district technology resources

**OTHER JOB FUNCTIONS:**

Full time, 12-month employee Valid Missouri driver’s license and reliable personal vehicle as a means of transportation between buildings during the workday.

**PHYSICAL AND ENVIRONMENTAL CONDITIONS**

Normal school environment and moderate noise levels. Occasional prolonged and irregular hours; frequent sitting, standing, stooping, bending, kneeling, pushing and pulling; occasional lifting up to 40 pounds; prolonged use of computer and repetitive hand motions. The employee is occasionally required to grasp; feel; drive; climb or balance; and stoop, kneel, crouch, or crawl.

Must be able to have repetitive wrist/hand/finger movement to work on a computer and/or related office equipment. Specific vision abilities required by this job include visual ability which requires mono and color vision, close vision, distance vision, depth perception, and ability to adjust focus.