# SOUTHERN COLUMBIA AREASCHOOL DISTRICT

**POSITION:**                    **TECHNICAL SUPPORT SPECIALIST ENTRY LEVEL**

**POSITION GOAL:**            Under direction from more senior specialists, provides technical support related to the installation, implementation, administration, and maintenance of software and hardware, computer networks and all other technology resources for all Southern Columbia Area schools and administrative offices.

**TERMS OF EMPLOYMENT:**   Salary shall be determined by the Board of Education. The length of term is indefinite since the position is a twelve (12) month employment. 8-hours per day subject to job responsibilities. Work occasionally during non-business hours for scheduled maintenance to minimize the impact to school operations.  Benefits in accordance with AFSCME.

**REPORTS TO:**                District Technology Coordinator

*PERFORMANCE RESPONSIBILITIES*

1. Support and maintain District standards related to hardware, software, and overall technology use.
2. Identify and learn appropriate software and hardware used and supported by the organization.
3. Support staff members in the use of technology by providing on-site, remote desktop, and phone support.
4. Travel to all school district buildings for implementation of duties.
5. Troubleshoot and repair computer hardware and software problems. Escalate problems (when required) to the appropriately experienced technician
6. Install and update software and hardware in accordance with department policies.
7. Performs preventative maintenance in accordance with department policies.
8. Maintains database of inventory of workstations, laptops, iPads, and associated equipment; assists in research and purchase of hardware and software.
9. May be responsible for developing and/or maintaining the District web site and helping to maintain the School District's social media presence.
10. Perform other incidental tasks consistent with the goals and objectives of this position.

**EVALUATION:** Performance will be evaluated annually by the Superintendent.

**QUALIFICATIONS:** High School diploma with a Technical Certificate required. Associate's Degree in Technology or related field preferred. Requires thorough knowledge of the operation and use of personal computers and their peripheral equipment; working knowledge of networking computers; ability to learn a variety of operating systems, computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software used and supported by the School District. Knowledge of website design and update preferred. These qualifications shall be considered minimum requirements. The Board of Education reserves the right to request that additional requirements be met. Any exceptions to these requirements as determined by the Superintendent.

Must possess effective problem solving, time management and organization skills. Must be committed to customer satisfaction providing support to staff with varying technical aptitude in a professional and courteous manner. Must possess good verbal and written communication skills with the ability to convey technical information/concepts in non-technical terms. Must possess initiative, tact, patience, sound judgement, and flexibility. Must be able to work independently, accept accountability, stay focused under pressure, and meet attendance/punctuality expectations.

This position requires sitting, standing, walking or moving throughout the building, often for extended periods of the workday. Must be able to exert up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects. Must be able to hear (40 decibel loss maximum), verbally communicate and see with near acuity of 20 inches or less and far acuity of 20 feet or more with depth perception, accommodation and field of vision. Performs a variety of duties, able to make judgments and work under high levels of stress. Subject to inside environmental conditions.