

Cape Girardeau Public School District No. 63
Job Description

Job Title: Technology Support Specialist I

Terms of Employment: 12 month contract; 260 days

FLSA Status: Non-Exempt

Reports to: Technology Engineer Coordinator

Brief Description of Position:

The Technology Support Specialist is responsible for providing a variety of field-based technical support to users in school and administrative buildings on end-user devices including; desktop computers, printers, Smartboards, and other peripherals. In addition, this position will provide some high-level troubleshooting support for instructional and administrative software in a networked environment.

Distinguishing Characteristics:

This job is distinguished from similar jobs by the following characteristics: The Technical Support Specialist I performs beginning level technical support tasks and participates in learning the full range of support tasks on a district-wide basis. This person must have two years experience providing customer support of desktop systems and applications in a network environment. It is distinguished from the Technical Support Specialist II by the performance of a more limited range of duties and by the need to develop technical knowledge and expertise that would enable the incumbent to resolve problems of a recurring or systemic nature.

Required Qualifications:

- Associate's degree in computer science or related engineering fields
- OR Two years experience providing customer support of desktop systems and applications in a network environment; or any combination of experience and training which provides the applicant with the knowledge, skills and ability required to perform the work.
- Knowledge of Windows systems software
- Knowledge of software installation
- Knowledge of Chrome Operating Systems
- Demonstrates strong project management skills
- Experience with Windows Server including: Active Directory, Group Policy, DHCP, DNS, and IIS.
- Proficiency in Microsoft Office programs including Word, Excel, and PowerPoint and other Microsoft Office programs.
- Ability to work on multiple projects at once.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to maintain confidentiality at all times.
- Demonstrate excellent organizational and planning skills; including ability to prioritize.

- Ability to work well under pressure.
- Ability to work with others on multiple tasks/projects and complete assignments with specified deadlines.
- Ability to lead and offer guidance to others.
- Ability to meet deadlines and to manage time appropriately.

Essential Duties and Responsibilities:

- Provide Helpdesk support for walk-ins and work order tickets, and assist in implementing the CGPS 1:1 Initiative
- Train and provide instruction for staff on use of district hardware and software
- Work with Technology Department during summers and school closed days with departmental projects
- Occasionally assist Instructional Technology Coach with training and one-on-ones
- Hardware and software support for teacher and student computers/devices
- Maintain and support audio and video classroom systems
- Supervise assigned tech helpdesk managing support calls and walk-ins
- Assists in the configuration, installation, troubleshooting, and maintenance of end-user devices, software and other technical support needs in a networked environment for the purpose of providing exceptional customer service that exceeds their expectations.
- Assists with school software inventory process to create proposals for site licenses and establish a plan for more effective utilization for the purpose of actively working to build healthy partnerships throughout the district to better serve our customers in meeting their business objectives.
- Attends various district meetings for the purpose of communication and/or gathering information for the purpose of actively working to build healthy partnerships throughout the district to better serve our customers in meeting their business objectives.
- Collaborates with IT department and district personnel for the purpose of meeting end-user needs with the best possible solutions according to district standards for the purpose of actively working to build healthy partnerships throughout the district to better serve our customers in meeting their business objectives.
- Participates as a district resource in large-scale project implementations in providing technical support and other duties as assigned for the purpose of implementing key initiatives associated with the district's strategic technology blueprint.
- Provides on-site support to school staff and other network and computing responsibilities and serves as a resource on the first level help desk as needed for the purpose of providing exceptional customer service that exceeds their expectations.
- Completes work orders as assigned.
- Performs other related duties, as assigned, for the purpose of ensuring the efficient, effective functioning of the work unit.
- Repair, inventory, and support staff and student district-provided mobile devices

Hazards:

For some buildings, stairs, and exposure to communicable diseases may be a potential hazard. In science labs, there could be exposure to chemicals and fumes. Equipment that supports classroom instruction could be potentially hazardous under certain conditions. Travel between schools will cause exposure to hazardous driving and walking conditions.

Physical Demands/Environmental Factors:

- Ability to work in a climate controlled building, as well as in inclement weather.
- Ability to stand, walk, and move around for long periods of time.
- Ability to see and read, with or without vision aids, a computer screen and printed matter, and to distinguish colors.
- Sufficient hearing to understand speech at normal room levels, and to hear and understand speech on the telephone.
- Manual dexterity to operate a telephone and enter data into a computer using both hands.
- Ability to communicate, effectively and efficiently with sufficient volume to be heard in normal conversation, on the telephone, and addressing groups.
- Ability to exert up to 30 pounds of force to lift, carry, push, pull, or otherwise move objects.
- Ability to travel between multiple locations.

The above statements are intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. The Board of Education and Administration and/or supervisor have the right to add or change duties at any time.

This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

Approved by: _____ Date: _____

Reviewed by: _____ Date: _____
Human Resource Coordinator