

Cape Girardeau Public School District No. 63
Job Description

Job Title: Technology Support Specialist II

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:

- Bachelor's degree in technology-related area of study or equivalent work experience in technology-related field
- Excellent oral and written communication skills
- Skills in human relations, leadership and conflict management.
- Demonstrates skills of Windows XP through 8, Google Apps, Microsoft Office, Windows Server, DHCP, Group Policy, Print Management, Remote Desktop, Active Directory User Management, and Deployment Services
- Possesses strong networked systems and troubleshooting skills
- Ability to work independently and manage multiple tasks under deadlines.
- Possesses the willingness to learn new skills as well as technological proficiency.
- Knowledge of DOS/ Windows systems software
- Knowledge of software installation
- 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:

- 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, district personnel, and vendors 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.
- Researches resource and methods (e.g. journals, literature, vendor information, software updates) for the purpose of evaluating and maintaining current working knowledge of new and emerging technologies as well as district/state/federal rules, regulations, and policies for the purpose of architecting, delivering and maintaining a reliable and stable technology infrastructure appropriate to support the core instructional mission of the district.
- Responds to building requests for the purpose of problem solving, new technology inquiries, technical support, and training for the purpose of providing exceptional customer service that exceeds their expectations.

- Performs other related duties, as assigned, for the purpose of ensuring the efficient, effective functioning of the work unit.
- Completes work orders as assigned.

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