

Technology Student Support Specialist

Purpose Statement

The job of Technology Student Support Specialist is done for the purpose/s of implementing the helpdesk within the feeder system. These individuals work on installing, upgrading, maintaining, troubleshooting and repairing all computer hardware and software within the feeder and Bismarck Public School District. Employees are assigned a variety of special projects from within the feeder and district including working with younger students in the feeder on programming and robotics, creating and editing video, working with social media to promote BPS, supporting technology needs at school and community events, etc.

Essential Functions

- Assesses work requests in adherence of policies and procedures of request handling for the purpose of implementing the support and completing end-user requests including insuring courteous, timely, and effective resolutions to end-user issues.
- Diagnosis device issues and implements warranty processes and/or replaces defective parts. Provides technical support for the building and feeder including classroom projector connectivity and maintenance.
- Deploys and installs new and used computer hardware, peripherals, network equipment and application software following all safety and security measures for the purpose of maintaining safe and effective operations.
- Implements standardized images and setups for technology devices and peripherals.
- Maintains inventory records and documentation.
- Maintains open communication with, collaborates with and follows direction from the feeder team including Technology Department staff, the Library Media staff, building and district administrators, and other interns.
- Assists with the setup and support of special projects and events within the feeder and at the district. This includes events outside of regular school hours.
- Prepares a variety of written and electronic materials (e.g. work order reports, inventory control, procedures, recommendations for improvement, procedures on technical solutions for district equipment, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Serves as frontline face-to-face, telephone, and electronic support for the purpose of providing assistance.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.
- Warehouses computer parts, supplies and materials for the purpose of maintaining and verifying technology equipment inventories.
- Support Library/Learning Commons with displays circulation services.
- Support Learning Commons/Library with schoolwide activities and programming.
- Liaison for Chromebook repair for IT and Learning Commons/Library (Customer Support Model and Chromebook Repair Process).
- Design and manage hands on makerspace/STEM activities.