

## **Technology Support Specialist**

### **Purpose Statement**

The job of Technology Support Specialist is done for the purpose/s of installing, upgrading, maintaining, troubleshooting and repairing all computer hardware and software within the Bismarck Public School District; providing Help Desk technology support; keeping technology up-to-date in order to help staff and students use technology as a tool for instruction and learning; and creating a work environment for Bismarck Public School staff that makes the best use of technology to accomplish necessary tasks.

This job reports to Technology Director

### **Essential Functions**

- Assesses work order requests in adherence of policies and procedures of request handling for the purpose of implementing the Helpdesk and completing assigned Helpdesk tickets including insuring courteous, timely, and effective resolutions to end-user issues.
- Assists in maintaining the district website (e.g. adding and revising content for optimum user access, etc.) for the purpose of ensuring user friendly environment, in compliance with District standards.
- Assists with setup of software/hardware operations for the purpose of providing ongoing support and preparing for professional development and district sponsored conferences.
- Collaborates with internal and external personnel (e.g. users, other technology information professionals, internal and external customers, Technology Department Team, etc.) for the purpose of training staff on the use of equipment and its applications and implementing and/or maintaining services and programs in an efficient and timely manner.
- 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 district and site operations including classrooms, library and computer labs.
- Implements standardized computer images for the purpose of maintaining availability of required items and completing jobs efficiently.
- Monitors and tests solutions for the purpose of ensuring that problems are completely resolved and did not change functionality in other areas.
- 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.
- Provides assistance and training (e.g. student interns, school and department secretaries, etc.) for the purpose of assisting students and personnel with use of Website, technology and support tasks.
- Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair skills both on-site and using remote tools (e.g. implements warranty and maintenance coverage for proper, economical repairs, etc.) for the purpose of maintaining computer hardware, software and other district technologies in a safe and functional operating condition.
- Researches new products and solutions as they are implemented in the district for the purpose of keeping current with district technology changes and forecasted changes.
- Serves as frontline face-to-face, telephone, and electronic support for the purpose of providing assistance with various software applications, computer equipment, and operating systems for the district.

- 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.
- Troubleshoots Core Technology (e.g. Active Directory, operating system updates, print servers, PowerSchool, Webmail, etc.) for the purpose of isolating problems, identifying solutions, and implementing solutions that are consistent with overall department strategies.
- Upgrades computers, peripherals, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.
- Warehouses computer parts, supplies and materials for the purpose of maintaining and verifying technology equipment inventories.

### **Other Functions**

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

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; possessing technology skills; trouble-shooting abilities with regard to hardware, software, and networks; operating transportation equipment for transferring equipment from location to location; and utilizing pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: concepts of electronics; standardized procedures for deployment, quality control, inventory, etc.; current generation operating systems; core technology infrastructure; and network protocols.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing effective working relationships; communicating with diverse groups; being attentive to detail; maintaining appropriate focus on safety and security for data, property, and people; following all safety requirements; supporting safety goals; demonstrating accuracy and thoroughness; and working under time constraints.

#### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

#### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 10% sitting, 80% walking, and 10% standing. The job is performed under conditions with some exposure to risk of injury and/or illness and in some varying atmospheric conditions.

**Experience:** Job related experience with increasing levels of responsibility is required.

**Education:** Community college and/or vocational school degree with study in job-related area.

**Equivalency:** Additional experience of at least two years beyond the initial two year requirement may be substituted for the associate's degree.

**Required Testing:**

**Continuing Educ. / Training:**

Maintains Certificates and/or Licenses

**Certificates and Licenses**

Valid Driver’s License & Evidence of Insurability

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**

Non Exempt

**Approval Date**

**Salary Grade**

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