Solanco School District

Position Title: Technology Support Specialist

Site: Multiple District Locations

Reports to: Director of Technology

Responsible to: Director of Technology

Position Description:

Under general supervision this position is to perform district and school building duties assigned with providing technical assistance in various tasks, installation of hardware and software, maintenance of computer operating systems and various software applications, troubleshooting various software titles and hardware appliances, as well as group projects at times on a larger scale. A vital requirement of this position is a high level of interpersonal skills and ability to talk to individuals. A customer friendly persona and an innovative mindset to troubleshoot, navigate, and solve issues is a critical asset to this position.

Essential Duties and Responsibilities:

1) Assist the Director of Technology in administrative tasks related to technology in all areas of Solanco School District.
2) Maintain appropriate technology skills needed to assist students, staff, teachers, and administrators in the use of all technology equipment available for instruction and throughout the district.
3) Installation of new and existing computer systems, monitors, printers, scanners, peripherals, software, and operating systems.
4) Troubleshoot and perform maintenance on computer systems and all associated technology and peripherals.
5) Repair of technology equipment, including but not limited to LCD screen replacement, motherboard replacement, part swaps between systems when necessary, etc.
6) Assist students, staff, and teachers with various hardware and software needs.
7) Installation and maintenance of security software, including video surveillance equipment such as network cameras and recording devices.
8) Assist the Technology Department with district inventory.

9) Maintain relationships with hardware and software vendors.
10) Assist the Director of Technology with procurement of needed equipment and supplies.
11) Knowledge of Active Directory, including its use, general structure, and purpose.
12) Understanding of Group Policy and related mass management utilities.
13) Additional duties and tasks as assigned by the Director of Technology.

Qualifications:

- Fundamental knowledge of computer repair and troubleshooting
- Wireless and hardwired networking knowledge
- Hardware and software installation and maintenance
- Core understanding of products by Microsoft and Google
- Technological understanding of educational applications pertaining to instruction in the classroom and beyond

Ability To:

- Communicate effectively both orally and in writing
- Work with minimal supervision
- Work cooperatively in a team setting during intense group projects
- Maintain cohesive working relationships with all district staff, students, parents, etc.
- Provide acceptable level of hygiene and appearance prepared for a work environment
- Handle confidential information appropriately
- Ability to prioritize and organize assigned tasks and projects
- Describe technical issues to folks with limited technological understanding
- Interpret technical instructions and deal with abstract and concrete variables
- Pick up new/not before seen hardware, software, and other technologies and employ self-driven motive to learn and understand how they work

Training/Experience/Licensing Requirements:

- Associates Degree or college level course work in computer science from an accredited college or university
- Minimum of two years of experience in the information technology field
- Good analytical and troubleshooting skills
- Evidence of strong customer service skills
- Acceptable Act 34 clearance (Pennsylvania Background Check)
- Acceptable Act 126 clearance (Pennsylvania Child Abuse History)

- Acceptable Act 114 clearance (Federal Criminal History)

ADA Compliance:

- Physical Ability
    - Employee is required to sit, stand, reach with hands and arms, walk, stoop, kneel, use hands and fingers to handle or feel objects or controls, talk, and hear.
    - Employee must be able to lift and move up to 50 pounds.
    - Ability to ascend/descend a ladder while performing tasks.
- Sensory Requirements
    - Vision abilities include close vision, distant vision, peripheral vision, color vision, depth perception and the ability to adjust focus.
- Environmental Factors
    - Tasks are regularly performed without exposure to adverse environmental conditions with a low to moderate noise level. Employee may work in confined space around moving mechanical parts in areas such as maintenance and boiler rooms, etc.

To perform this job successfully the employee must be able to perform each essential responsibility to a satisfactory standard. The requirements listed are representative of the knowledge, skill, and/or ability required. The physical and sensory demands described are representative of those that must be met by the employee to a satisfactorily perform each essential responsibility. The work environment described is representative of the environment the employee will encounter while performing the job responsibilities. Reasonable accommodations may be made to enable the employee with disabilities to perform the job responsibilities.

Solanco School District is an equal opportunity employer.

05/09/2022