



**HAWTHORN DISTRICT 73**

*"Learning for all. Every one. Every day."*

**JOB DESCRIPTION  
PRINCIPAL**

**GENERAL INFORMATION**

<b>Title:</b> Technology Support Specialist	<b>Union Status:</b> Exempt
<b>Department:</b> Technology	<b>Work Year:</b> 260 days/ 8 hours per day
<b>Location:</b> District Office	<b>Reports To:</b> Executive Director of Technology
<b>ISBE Classification/Code:</b> Other Professional Staff/EIS Code 12	<b>Evaluation:</b> Annually by the Executive Director of Technology
<b>FLSA Status:</b> Exempt	<b>Compensation:</b> Commensurate with experience, starting at \$66,000

**JOB OVERVIEW:** This position involves overseeing and supporting building and district technology systems and hardware; assisting in supporting, troubleshooting, maintaining hardware and software inventory, and related tasks. There is considerable contact with students, staff, and parents in supporting classroom instruction. Will also respond to community inquiries. The Technology Support Specialist's main responsibility will be to provide help desk service to staff and students. This includes supporting and troubleshooting computer and tablet hardware, desktop and mobile operating systems, classroom A/V, routine maintenance of computer, tablet hardware, and software, telephones, and other technology systems. Initiative, courtesy, collaboration, and tactfulness are essential to this position as well as a willingness to become knowledgeable with a variety of software and applications.

**ESSENTIAL FUNCTIONS**

- Provide on-site, phone, and remote support to Hawthorn 73 all district users ("customers") as required.
- Create, monitor, track, schedule, update, and close district work orders within the ticketing system in a timely manner.
- Effectively hand off issues to higher-level technical support personnel or appropriate individuals in other departments.
- Follow through to ensure problems are resolved and customers are updated.
- Develop in-depth product knowledge in order to resolve customer questions and issues and contribute to the Knowledge Base.
- Assist other staff members on projects and tasks in the technology department as needed.
- Assist with password resets for network and email accounts as needed.
- Provide advanced computing device technical support.
- Troubleshoot and resolve device network connectivity issues.
- Provide advanced application software support.
- Assist in the maintenance of records and inventory.
- Assist with device deployment.
- Troubleshoot and diagnose hardware including, but not limited to, Apple MacOS and iOS devices.
- Troubleshoot and repair audio/visual devices, including, but not limited to, LCD projectors and classroom sound systems.
- Troubleshoot and repair digital interactive display systems.



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- Troubleshoot, repair, and monitor networked copiers.
- Achieve a high level of knowledge and skills necessary for operating and maintaining two or more of the major technical systems currently in place. Systems include, but are not limited to Jamf (or another relevant MDM), Google Admin Console, phone systems, inventory, printing, and audio/visual.
- Operate and maintain district technical systems by participating in a self-learning environment which includes, but is not limited to, reviewing manuals, researching websites, webinar participation, and district-approved training.
- Share knowledge and experience gained by mentoring Tier 1 Technology Support Helpdesk Associates or newer team members.
- Performs other tasks and responsibilities assigned by the supervisor.

#### **JOB REQUIREMENTS: MINIMUM QUALIFICATIONS**

- Possess excellent communication, interpersonal, organizational, and presentation skills, both written and verbal, with a strong customer-service attitude.
- Ability to establish and maintain effective working relationships with staff, students, and the public.
- Ability to work efficiently as part of a team.
- Ability to work with people and communicate technical issues clearly and professionally.
- Demonstrate strong analytical, organizational, and problem-solving skills.
- Demonstrate proficient use of the English language in written and oral forms.
- Ability to work independently and perform tasks without direct supervision.
- Ability to organize and prioritize multiple tasks, maintain records, and work effectively with interruptions.
- Possess a technical aptitude and demonstrate troubleshooting and problem-solving skills.
- Ability to respond promptly to assigned tasks, support requests and incidents, phone calls, and emails.

#### **EDUCATION, CREDENTIALING and/or EXPERIENCE:**

- Experience with computer and mobile device operating systems.
- Possess an understanding of advanced networking concepts.
- Extensive experience with computer and mobile device application installations.
- Demonstrate skills in spreadsheet, word processing, and presentation software.
- Experience repairing computers and mobile devices.
- Apple and Google (or other relevant) certifications preferred.
- Knowledge of Jamf School MDM and Google Admin Console preferred.
- Ability to speak, read, and write in Spanish (and other relevant languages) preferred



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**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

While performing job duties, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is regularly required to reach with hands and arms. The employee is regularly required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include: close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee regularly types using a keyboard. Within the work environment, the employee is exposed to a computer screen and regularly works within an office environment. The employee occasionally works evenings and/or weekends. The employee is occasionally exposed to outdoor weather conditions and regularly works with the use of a personal vehicle. The employee will have contact with the public, which requires appropriate demeanor and apparel. The noise level in the work environment is typically moderate.

*This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. The incumbent will be required to follow the instructions and perform the duties required by the incumbent's supervisor, appointing authority or designee.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the District.*

*Job descriptions are not intended as and do not create employment contracts. The District maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*