

## **SOUTH EASTERN SCHOOL DISTRICT**

**TITLE:** Technology Support Specialist - Tier 1    **REPORTS TO:** Director of Technology

**REFERENCE #:** 519.1

**APPROVED BY:** Board of Directors

**JOB SUMMARY:** The Technology Support Specialist - Tier 1 provides administrative and operational support to the Technology Department. Administrative duties include maintaining user accounts and department data. Operational responsibilities include working as the primary help desk dispatcher and providing Tier 1 software and hardware support to end users.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

#### **A. Help Desk Support**

1. Answer and assign incoming help desk requests; provide help desk support; and resolve problems to the end user's satisfaction.
2. Provide Tier 1 diagnostic and repair of end user devices (Chromebooks, iPads).
3. Provide Tier 1 support for end user applications.
4. Monitor and follow-up on overdue help desk requests.
5. Maintain accurate ticket, inventory and procedure data in the Help Desk System.
6. Maintain data and coordinate processes for student device inventory, repairs and fees.

#### **B. System Management Support**

1. Maintain student, staff and contractor user accounts for district systems.
2. Maintain data and provide backup support for district applications such as the district website, social media sites and the automated notification system.
3. Provide backup support for the Student Information System by supporting processes such as fees, online parent forms and parent portal accounts.

#### **C. Department Support**

1. Follow department procedures. Assist with the record keeping and data processing related to the operations of the Technology Department. Maintain confidentiality.
2. Document and maintain department timelines and procedures.
3. Provide administrative support to the department. Assist with department data gathering and reporting.
4. Enter technology purchase orders and verify shipments and invoices.
5. Setup new end user devices for students and staff.
6. Assist the department with the creation and maintenance of district safety procedures.
7. Provide support and training for administrative assistants.
8. Attend conferences and training. Continue to learn about new applications and technology.
9. Perform other duties as assigned by the Director of Technology.

**QUALIFICATIONS:** The Technology Support Specialist - Tier 1 shall:

- A. Have one to two (1-2) years experience and training in Microsoft Office and/or Google Workspace functions, keyboarding, the operation of office equipment, general office practices and bookkeeping.
- B. High school diploma or equivalent.
- C. Proficiency in using computer software including but not limited to Microsoft Office suite/Google Workspace, email, internet, and software systems.
- D. Willingness to learn basic computer repair and travel to schools to provide technology support as needed.

**POSITION SPECIFICATIONS:**

Physical Demands	Occasional travel to school district buildings Moderate walking throughout various buildings, including climbing up and down stairs. Constant sitting at desk for extended periods Standing for limited periods of time Moderate lifting from 15 to 40 pounds Some carrying – up to 40 pounds Manual dexterity to use office equipment Repetitive movement of fingers and hands for keyboarding
Sensory Abilities	Visual acuity to read correspondences and computer screens Auditory acuity to be able to use telephones, walkie-talkies Ability to speak clearly and distinctly and use excellent verbal communication skills
Work Environment	Generally, office setting
Temperament	Ability to work as a member of a team Must be courteous and able to effectively communicate with students, parents/guardians, and staff and work with people Must be cooperative, congenial and service-oriented, and promote these qualities in the department Ability to work in an environment with frequent interruptions
Cognitive Ability	Ability to follow written and verbal directions Ability to complete assigned tasks with minimal supervision Ability to read, write and do simple computations (addition, subtraction, multiplication, division) Ability to use correct grammar, sentence structure and spelling Ability to compose clear, concise sentences and paragraphs Ability to organize office to efficiently accomplish tasks

Ability to work independently, exercise appropriate initiative, and make work-related decisions  
Ability to exercise good judgment in prioritizing tasks and work efficiently on those tasks.  
Ability to communicate effectively at all organizational levels

Note: All abilities above must be at a professional level, as expected from the required educational level of the job and the previous experience required.

Specific Skills                      Ability to operate office equipment  
Ability to use technology efficiently and learn new technology implemented by the District  
Must recognize and appropriately handle confidential information  
Ability to perform tasks as assigned

Comments                              Position holder must have a friendly, helpful, caring personality  
Discretion is required.

*The position specifications described here are the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*The information contained in this job description is for compliance with the Americans with Disabilities Act. (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned.*

**TERMS OF EMPLOYMENT:** The Technology Support Specialist - Tier 1 shall be appointed by the Board of School Directors as a two hundred sixty (260) day, eight hour a day employee and shall be compensated in accordance with the Non-Certificated/Support Employees Summary of Benefits.

**EVALUATION.** Performance of the Technology Support Specialist - Tier 1 will be evaluated annually, by the Superintendent/Designee, in accordance with adopted procedures.

**COMPLIANCE.** It is the policy of the South Eastern School District not to discriminate on the basis of race, color, age, creed, religion, sex, sexual orientation, ancestry, national origin, genetic information, pregnancy, handicap/disability in its employment practices as required by Title VI, Title VII, Title IX, Section 504, and/or any other applicable federal or state statute.

## **DATES.**

Original Adoption:   **April 20, 2017**  
Revised:                May 20, 2021  
Revised:                January 20, 2022

**SIGNATURES:**

Mary Chidress  
Secretary

Brian H. Brown  
President