

PENN MANOR SCHOOL DISTRICT

TITLE: Technology Support Specialist **DATE:**

REPORTS TO: Technology Director **APPROVED BY:**

JOB SUMMARY: Under the leadership of the Technology Director, the Technology Support Specialist serves as the primary technology support representative for building faculty, staff and students. Support includes installation, maintenance, troubleshooting and repair of hardware, software, mobile, printing, VOIP and network devices in a mixed platform, mixed vendor environment. This position interfaces with staff and faculty on a continual basis and requires a high degree of interpersonal skill and human relations ability. All job functions are to be executed with high quality customer service. Customers include staff, teachers, students, parents and community members. Examples demonstrative of high quality service may include, but are not limited to prompt responses to inquiries, professional and courteous verbal and non-verbal communication, and proactive problem solving.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Provides accurate and timely technical troubleshooting, repair and problem resolution support for faculty, staff and students.
2. Maintains building-level equipment and software including but not limited to computers, labs, technology carts, mobile devices, instructional and business software, telephony and VOIP, AV and presentation tools, printers and multifunction copiers.
3. Manages system security, data backups and software patches.
4. Maintains accurate technology inventories and record keeping.
5. Prepares, tests, and implements software images, packages and scripts for automated machine deployment and software updates.
6. Upgrades staff and student machines; transfers files, data and settings to new machines.
7. Provides guidance on technology solutions and purchases at the building level.
8. Provides technical training and professional development for staff and faculty.
9. Provides support and troubleshooting for building websites, content management systems, course management systems and student management software.
10. Assists staff with accessing network resources, applications and district systems.
11. Remains current in the field of technology by participating in technology workshops, seminars and certification programs.
12. Collaborates with the Technology Team in a professional manner to provide customer focused IT solutions for district students, teachers and staff.
13. Research and develop technologies to meet the academic and educational needs of the faculty.
14. Performs other duties as assigned by the Information Technology Director or district Leadership Team.

QUALIFICATIONS: Associates or Bachelors degree in a related field
2-3 years broad technical experience in a mixed platform educational environment

Technical certifications on Apple, Windows, Linux and/or network related technologies are strongly preferred.
Valid Pennsylvania driver's license and access to personal transportation required
Submission of pre-employment medical examination (Section 148 of the Pennsylvania School Code)
Submission of a report of criminal history record from the Pennsylvania State Police (Section 111 of the Pennsylvania School Code)
Submission of a clearance report from the Pennsylvania Department of Public Welfare in accordance with Act 151 of 1994
Submission of Federal Criminal History Record in accordance with Act 114 of 2006
Such alternatives to the above qualifications as the Board may find appropriate and acceptable

- PHYSICAL DEMANDS:** Ability to reach above and below the waist
Ability to use fingers to pick, feel and grasp objects
Ability to lift and/or carry supplies and/or papers weighing no more than 50 lbs.
Ability to mostly sit with some walking and standing or moving throughout the work environment
- SENSORY ABILITIES:** Visual acuity
Auditory acuity
- WORK ENVIRONMENT:** Normal school building environment
Subject to inside environmental conditions
- TEMPERAMENT:** Must possess excellent interpersonal skills
Must be able to work in an environment with frequent interruptions
Able to make judgments and work under high level of stress
- COGNITIVE ABILITY:** Ability to communicate effectively
Ability to organize tasks
Ability to handle multiple tasks
Ability to exercise good judgment
Ability to interpret, analyze, and problem solve detailed and highly technical written and verbal communications
- SPECIFIC SKILLS:** Must possess technology troubleshooting and support skills across a range of hardware, software, devices and operating systems

(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)