

Penn Manor School District - Position Description
Technology Support Specialist

Department: Technology Services
Location: Building Level
Salary: Classified - SRI 24
Status: Salaried Position – 12 Month, Year Round
Reports To: Technology Director

Purpose and Scope of Responsibilities

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.

Essential Functions

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, by are not limited to prompt responses to inquiries, professional and courteous verbal and non-verbal communication, and proactive problem solving.

1. Provides accurate and timely technical troubleshooting, repair and problem resolution support for faculty and staff.
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 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. Performs other duties as assigned by the Technology Director or district Leadership Team.

Marginal Functions

Marginal functions will vary with the specific assignment and depend on the particular function for which the personal is responsible.

Knowledge and Skill Requirements

- Education Required: Associates or Bachelors degree in a related field
- Certifications Desired: Apple, Linux, and Windows industry certifications
- Experience Required: 2 - 3 years broad technical experience in a mixed platform environment
- Other Qualifications: Good oral written communication skills. Excellent technical problem solving skills. Maturity and integrity when handling confidential data. Flexibility and capability to manage multiple tasks. Ability to prioritize and work independently.

Physical/Mental/Environment Requirements

- Sit: 60%
- Walk/stand: 40%
- Lifting: Up to 50 pounds (Computers, printers and technology equipment)
- Vision: Must concentrate at close vision for extended periods of time.
- Environment: Normal office and school building environment
- Mental: Ability to interpret, analyze, and problem solve detailed written and verbal communications.

The position requires a valid Pennsylvania driver’s license and access to personal transportation.

Board Approved September 2011