

## **PENN MANOR SCHOOL DISTRICT**

**TITLE:** Technology Support Specialist      **DATE:** 11/21/16

**REPORTS TO:** Assistant Technology Director      **APPROVED BY:** 11/21/16

### **JOB SUMMARY:**

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 nonverbal communication, and proactive problem solving.

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

1. Analyzes, designs, develops, documents, tests and modifies computer operating systems, hardware and software programs, including prototypes, based on and related to unique staff, faculty, and student design specifications.
2. Provides accurate and timely technical troubleshooting, repair and problem resolution support for faculty, staff and students. Researches and collaborates with cross functional teams to provide high quality support solutions
3. 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. Maintains accurate hardware and licensing inventories
4. Manages client system security, data backups and software patches.
5. Maintains accurate software revision history and documentation for client software and operating systems.
6. Prepares, tests, and implements client software images, packages and scripts for automated machine deployment and software updates.
7. Collaborates with building administration and staff on technology solutions and purchases.
8. Provides technical training and professional development for building staff, faculty and students.
9. Provides building support and troubleshooting for websites, content management systems, course management systems and student management software.

10. Remains current in the field of technology by participating in technology workshops, seminars and certification programs.
11. Performs other duties as assigned by the Assistant Director - Technology Operations or district Leadership Team.

**QUALIFICATIONS:**

Associate degree or higher in a technical related field, or 2-3 years broad technical experience in a mixed platform environment.

Demonstrated experience with Linux, Windows and network technologies.

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 frequently walk, stand and move 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.)*