District Tech Support Specialist I

Job Responsibilities:
• Provide timely technical support to schools and district departments.
• Install new/replacement hardware.
• Diagnose and repair hardware such as servers, computers, monitors, peripherals, scanners, printers and some networking parts and equipment.
• Install new/replacement software.
• Diagnose and repair software-related problems such as operating system, productivity and/or curriculum-based software.
• Perform regular servicing and preventive maintenance on hardware and software.
• Evaluate and recommend upgrade, replacement and new purchase of hardware and software when appropriate.
• Analyze, interpret and implement hardware and software specifications as needed.
• Order or fabricate needed parts as well as equipment and supplies necessary to perform repairs, maintenance and installations.
• Maintain an inventory of supplies, equipment tools and parts for maintenance.
• Operate a variety of hand and power tools, testing and calibration equipment as well as District vehicles and equipment.
• Comply with policies and procedures to ensure the safety of self and others as well as network security and confidentiality.
• Prepare and maintain documentation and records of installation, repairs, system set up, maintenance and purchases.
• Conduct self and communicate professionally with staff via email, phone or in person.
• Report to Director of Technology.
• Perform other duties as assigned.
• Tag, inventory and enroll mobile devices into mobile device management solutions.
• Install, configure and maintain mobile devices using mobile device management (MDM) solutions, for Mac Os, iOs, Chrome OS and other common operating systems clients.
• Provide Tier II and Tier III support of desktops and desktop software.
• Install/upgrade and coordinate with escalation points to resolve file, email and application related issues.
• Set up, install and maintain the Voice Over Internet Protocol (VoIP) telephone Intranet, as well as, the Internet Protocol (IP) based InformaCast systems (bell schedules, speaker and clock system) at all sites.
• Support and maintain all private and public facing web pages for schools and departments.
• Install and provide Tier I and Tier II support for wireless access points.

Qualifications:
• Macintosh and Windows operating systems and basic productivity applications such as Microsoft Office, email, web browsers, etc.
• Basic networking skills related to installing and configuring MAC and Windows servers, cabling, routers, switches, etc. and building various types of interface cables.
• Principles of electrical circuitry, electronics and electro-mechanical devices.
• Methods, materials, tools and equipment used in the installation, troubleshooting, repair,

maintenance and configuration of hardware.
• Installing, troubleshooting, upgrading and repairing computer hardware, down to the board level, and other types of hardware, printers, peripherals, monitors, etc.
• Installing, configuring, and troubleshooting computer operating systems and applications software.
• Reading and implementing technical manuals and schematics.
• Analyzing situations accurately and adopting an effective course of action.
• Evaluating and testing software and hardware for various applications.
• Providing instructions and orientation to computer users.
• Establishing and maintaining effective working relationships with those contacted in the course of the work.
• Communicating effectively both orally and in writing.
• Preparing and maintaining documentation and records.
• Organizing and prioritizing work flow independently and handling multiple projects simultaneously with minimal daily supervision.
• Associates Degree in computer related field or equivalent years of training and experience. Two years of experience in hardware/software maintenance and support highly desired.
• Certifications in Apple, Microsoft A+ and/or other relevant domains highly desired.
• At least 2-4 years of experience with network (WAN, LAN, WLAN, Intranet, Internet) maintenance/troubleshooting, analysis, management, support, and systems administration highly desired.
• Proficient with network hardware, unmanaged switches, wireless access points and other network appliances, particularly Cisco.

Physical Requirements:
The physical abilities required of this classification may include the following:
• Walking, stooping, crawling, reaching and working in awkward positions to install, connect and repair computers and wiring.
• Lifting and carrying hardware and tools to/from user sites.
• Manual dexterity to configure and repair hardware and use hand and power tools.
• Climbing ladders, working at heights and/or working in confined areas such as crawl spaces and attics.
• Color vision to read printed materials and schematics, calibrate computer screens, and identify and distinguish color-coded wiring and computer parts.

Reclassification CSEA/Board approved: 06/22/2016