



Columbia County School District Job Description

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| Position Title: Lead Technology Support Specialist | | |
| Department: Technology | Evaluation Instrument: Performance will be evaluated annually by the Chief Technology Officer in accordance with Policy GBI – Evaluation of Personnel | |
| Pay Grade: Administrative Salary Schedule, Grade Q | Pay Type: Salaried – Exempt | Retirement: TRS |
| Contract Work Year: 243 Days Per Year, 8 Hours Per Day | | |
| Reports to: Chief Technology Officer | | |

MINIMUM QUALIFICATIONS

Education: Minimum of a Bachelor’s Degree in Computer Science or a related field.

Essential Knowledge/Skills: (Demonstrated by Proficiency Test) Have basic knowledge of popular software packages like WordPerfect, Microsoft Office suite, Lotus Smart Suite, and others and have strong desire to learn; Have a working knowledge of Microsoft Windows 95, 98SE, NT, 2K, and Macintosh Operating System 7.0 and higher; Have strong telecommunications skills for interaction with professional, technical, and support personnel including support for hardware and software problems and questions; Have basic knowledge of PC and Macintosh hardware; Have some knowledge of desktop publishing software; Have basic knowledge of the components of computer hardware; Have some knowledge of telecommunications or experience with on-line services; Ability and desire to learn new technologies quickly; Ability to plan and conduct effective staff development sessions for professional and support personnel; Possess effective interpersonal skills to maintain optimal working relationships with a diverse work force and individuals.

Experience: Two years of experience providing technical trouble-shooting and support of PC hardware; Three years of experience in supporting PC software applications and network application; Experience with on-line services preferred.

GOAL

Contribute to the successful achievement of the Columbia County School District mission and major system priorities by supporting the effective organization and operations of the school environment to optimize student learning, instructional programs and related activities.

REPRESENTATIVE DUTIES & RESPONSIBILITIES

- Provides instructional software support to all schools to support the infusion of technology into the curriculum as an additional tool for instruction
- Provides instruction for Media Specialist, Technology Support Specialist, and others to increase
- The efficiency of delivery of all curriculum-based software in the local school
- Provides a “help desk” resource to all Technology Support Specialists for curriculum software problems or questions
- Updates and installs curriculum software as necessary in each local school and at the district level
- Supports all school-based servers in the area of maintenance and upgrades
- Assist when necessary to curriculum software work orders in the district
- Serves as an active support member on the school technology or technology/media committees as requested by each local school
- Assists the Technology Administration in determining development needs related to curriculum-based software for all Technology Support Specialists
- Assist Systems Analyst in evaluating software when instructed
- Documents installation procedures for all curriculum software
- Performs other tasks as required by the Director of the Technology Department.

IMPORTANT NOTES

ESSENTIAL DUTIES

Job descriptions are designed and intended only to summarize the essential duties, responsibilities, qualifications, and requirements for the purpose of clarifying the general nature and scope of a position's role as part of the overall organization. Job descriptions do not list all tasks an employee might be expected to perform, and they do not limit the right of the employer/supervisor to assign additional tasks or otherwise to modify duties to be performed – even if seemingly unrelated to the basic job. Every employee has a duty to perform all assigned tasks. (An employee who is assigned a duty or task believed to be unlawful should report the assignment to the Chief Human Resources Officer.) It should also be noted the order of duties/ responsibilities as listed in the job description is not designed or intended to rank the duties in any order of importance relative to each other.

MINIMUM REQUIREMENTS

In filling a vacant position, preferred or required credentials regarding education, training, experience, and other bona fide occupational qualifications may be established. The credentials shown in this job description may be interpreted only as the minimum criteria existing at the time the description was developed. Other bona fide occupational qualifications and criteria may be utilized as needed in the selection process.

Revised: June 2011