



Columbia County School District Job Description

Position Title: Technology Support Specialist – TSS – Tech		
Department: Technology	Evaluation Instrument: Performance will be evaluated annually by the Technical Support Supervisor, and CTO in accordance with Policy GBI – Evaluation Personnel	
Pay Grade: General Services Salary Schedule, Grade M	Pay Type: Non- Exempt	Retirement: TRS
Contract Work Year: 225 Days Per Year, 8 Hours Per Day		
Reports to: Technical Support Supervisor (Evaluator), Chief Technology Officer, and Principals		

MINIMUM QUALIFICATIONS

Education: Minimum of a high school diploma. Prefer Associates Degree in Computer Science or related topic area. Possess basic knowledge of LAN/WAN infrastructure.

Essential Knowledge/Skills: (Demonstrated by Proficiency Test) Have strong communications skills for interaction with professional, technical, and support personnel. Have a strong knowledge of PC hardware and modern Operating Systems. Familiarity with Server Operating Systems and functions such as DHCP, DNS, and IPv4. Must have a basic understanding of networking including a LAN, WAN, and wireless standards; and the hardware components that exist in all. Have basic knowledge of popular software packages like Microsoft Office 2013 and 2016; Microsoft O365; Google Classroom. Team attitude with the desire to provide excellent customer service. Ability and desire to learn new technologies quickly.

Experience: Three years of experience working extensively with personal computers and closely related software preferred

GOAL

Contribute to the success of the Columbia County School District mission and major system goals by supporting the effective use of technology in the enterprise.

REPRESENTATIVE DUTIES & RESPONSIBILITIES

- Provides a on location hardware support resource for all school personnel with technology hardware problems or questions relating to PC's, laptops, tablets, chromebooks, i-devices, e-readers, projectors, printers, and other IT related hardware.
- Coordinate directly with school administration for scheduling of work orders, imaging hardware, and providing general repair and maintenance of instructional and administrative workstations (PCs)
- Provides equipment maintenance and repairs for all hardware in the school, to include minor printing problems, mouse/keyboard problems and software configuration problems.
- Responsible for ensuring staff enter work orders so a log of issues is properly maintained. Completion of work orders should contain the time it took to resolve the issue, and steps taken for resolution. This information must be entered into the CCBOE IT work order system.
- Assist with the installation and updating of district software not capable of being updated remotely by the Information Technology Department.
- Assists the Instructional Specialist and Media Specialist with the installation and upgrading of school purchased software.
- Assist schools and or departments with any movement of computers within the local schools/departments

- Provide any requested on-the-job training of all School Media Specialists to ensure that they have the knowledge to perform basic technology maintenance such as Active Directory Password resets and AD account lockouts.
- Specifically supports the following software as configured on district workstations: Doc-e-scan, Doc-e-fil, Frontline, Infinite Campus, Kaseya, Microsoft Office, Google GSuite, and any other software adopted as a standard by the District. School purchased and based software must be maintained by school personnel.
- Serves as an active support member on the School Technology or Technology/Media committee as requested by each local school
- Assists the school administrator in determining school staff development needs related to technology.
- Other duties assigned by the Chief Technology Officer and the Technical Support Supervisor.

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: October 2018