

**SOMERS PUBLIC SCHOOLS
JOB DESCRIPTION**

TITLE: Technology Support Specialist

REPORTS TO: Director of Technology and Information Services

OVERVIEW: The Technology Support Specialist is a non-certified, 12-month position that serves the entire district.

The primary function of this position is to assist in supporting all technology used within the district. This includes, but is not limited to, MacBooks, iMacs, iPads, ChromeBooks, Windows PCs, printers, and various software (especially Google Apps).

The Technology Support Specialist is responsible for the district's computer labs. Responsibilities for this includes maintaining hardware, overseeing software upgrades, and training staff.

This position is also responsible for the district's audio / visual needs. This includes projectors, video players, televisions, cameras, etc. This position also oversees the district's digital content management system (DEVOS).

The Director of Technology and Information Services may also assign other duties.

This position requires an individual who is reliable, punctual, self-reliant, and motivated to learn different technologies.

QUALIFICATIONS:

- A. Experience with Apple Equipment and Software is a MUST
- B. Basic knowledge of audio / visual equipment
- C. Effective oral and written communication skills
- D. Ability to maintain, upgrade, and repair Apple equipment
- E. Ability to troubleshoot and repair printers
- F. Experience with inventory management
- G. Experience with networking and server management is a plus
- H. Must be able to lift and carry 40 lbs
- I. General technology knowledge and eagerness to learn about new technologies

DUTIES & RESPONSIBILITIES:

- A. Point of contact for all desktop and laptop issues
- B. Point of contact for all AV (projectors, TVs, sound systems, etc.) issues
- C. Manage and repair computer labs

SOMERS PUBLIC SCHOOLS
JOB DESCRIPTION

- D. Phone system (Add, Moves, Changes)
- E. Chromebook repairs
- F. Printer repairs and management
- G. Inventory management
- H. Technical support for the district's content delivery system and digital signage
- I. Other as assigned by the Director of Technology and Information Services

The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility.

SUPERVISES: Not applicable

SALARY: As set by contract with the Board of Education

LENGTH OF WORK YEAR: Twelve months

DATE: January 26, 2021