

JOB DESCRIPTION

POSITION TITLE:	Classroom Technology Support Specialist
DEPARTMENT & PROGRAM:	Technology Services Technical Systems
WORK YEAR:	12 Months
SALARY PLACEMENT:	Range 19
SUPERVISED BY:	Assistant Director of Technology Services, Data Center
ASSOCIATION:	Classified
FLSA STATUS:	Non-Exempt

GENERAL DESCRIPTION OF THE POSITION:

The Classroom Technology Support Specialist maintains and supports ESD approved software and hardware used by ESD instructional staff and families. The Specialist works closely with the administrators of Technology Services, Special Education programs, Early Learning programs, district instructional staff, district/community parents and caregivers, CESD clients, and local school district technology staff to address technology needs in Clackamas ESD classrooms and learning spaces.

ESSENTIAL FUNCTIONS:

1. Provides technical support and assistance to instructional staff on all classroom technology infrastructure including endpoints (such as Mac, PC, and Chromebook) and mobile device (such as tablets, mobile phones) hardware and software support, audio-visual device support, printing, and telephony devices
2. Provides technical support and assistance to instructional staff and parents utilizing adaptive technologies through various delivery methods (e-mail, phone call, virtual meeting, in-person meeting, etc.)
3. Provides first level support to staff, students, and parents on software and device connectivity
4. Serves as liaison with the technology department, raising questions and problem solving with them as necessary
5. Performs movement and/or setup of technology infrastructure
6. Enters and maintains accurate service ticket and inventory information utilizing the ESD systems
7. Assists in maintaining system security by supporting user account setup and maintenance
8. Assists in the management of ESD-based endpoint, network, and server resources (such as Active Directory, Mobile Device Management, GSuite, and O365).
9. Provides end-user usage documentation and training as needed
10. Identifies trends in questions received and provides training as needed, based on the analysis of these trends
11. Evaluates and assists in the selection of instructional hardware and software technology
12. Assists in the development of departmental technology standards and support policy
13. Creates and implements trainings that are clear and easily understood by people with limited technical skill sets. Provides follow up support as needed.

The description contained herein reflects general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Employees who hold this position may be asked to perform other duties as assigned.

ADDITIONAL FUNCTIONS:

1. Follows and supports district and program values, policies, procedures and requirements
2. Works cooperatively and harmoniously with families, co-workers, supervisors, and community partners of diverse backgrounds
3. Maintains professional and technical knowledge by participating in professional development activities
4. Maintains regular communications including checking and replying to work email on a regular daily basis
5. Maintains regular and punctual attendance
6. Performs other duties as may be assigned
7. Provides backup support to other positions in case of absence or work overload
8. Maintains confidentiality of children and programs

ESSENTIAL COMPETENCIES:

1. **CULTURAL RESPONSIVENESS:** Actively demonstrates a commitment to supporting equity and inclusion, and serves as an advocate with colleagues, partners, and communities.
2. **ACCOUNTABILITY:** Takes responsibility and ownership for successfully accomplishing work and agency objectives, and delivering results. Sets high standards of shared performance for self and others.
3. **ACCURACY AND ATTENTION TO DETAIL:** Ensures work is thoughtfully completed, accurate, and error-free to the highest degree possible.
4. **PLANNING, ORGANIZATION, AND PRIORITIZATION:** Assesses the work to be performed and considers how it should be organized and accomplished, with appropriate priorities and realistic time parameters.
5. **RECORDKEEPING AND DOCUMENTATION:** Gathers, organizes, and maintains records, following confidential information and security protocols as needed. Accurately documents relevant/essential actions, processes, and practices.
6. **TEAMWORK:** Works collaboratively with others to achieve shared goals and make decisions.
7. **COMMUNICATION:** Maintains a high standard of written and verbal communication skills, and ability to present to diverse audiences, specifically racially, ethnically, and socioeconomically diverse communities.

MINIMUM QUALIFICATIONS:

1. Three years of recent successful experience supporting technology infrastructure in a school and classroom environment, including support of both PC and Mac platforms, network connectivity, and audio-visual devices
2. Demonstrated experience supporting classroom instructional and office software applications
3. Demonstrated ability to assist people in a courteous, helpful, and facilitating manner
4. Demonstrated ability to work independently, handle multiple tasks, and schedule work appropriately, while dealing with interruptions and emergency situations
5. Demonstrated ability to work with as a team toward common goals
6. Valid Oregon driver's license
7. Ability to frequently travel using ESD owned vehicle to work at classroom sites throughout Clackamas County
8. Ability to work safely and professionally in classroom environments serving children and youth with disabilities
9. Written and oral communication skills sufficient to perform essential functions
10. Physical and mental attributes sufficient to perform essential functions

PREFERRED QUALIFICATIONS:

1. Demonstrated knowledge of adult learners, and the ability to train and assist adults in a helpful, facilitating manner

WORKING CONDITIONS:

1. Travel required delivering services in multiple sites during day and week throughout the areas served by programs
2. Work settings vary from ESD offices, schools, school districts and client locations
3. Travel modes can include the use of public transportation
4. Some evenings and weekends may be required for program events or other additional work

EQUIPMENT USED:

1. CESD/Personal Vehicles

PHYSICAL JOB TASK REQUIREMENTS:

The physical requirements checked are essential to successfully performing the duties associated with this position.

- **Medium work.** Medium work involves lifting no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds. If someone can do medium work, we determine that he or she can also do sedentary and light work.

Never	Rare / Intermittent	Occasionally	Frequently	Continuously
Not At All	Less than 1 hour or 1- 5% per day	1 – 3 hours per day or 6 – 33% per day	3 – 6 hours per day or 34 – 66% per day	6 – 8 hours per day or 67 – 100% per day

Lifting (X = REQUIRED)										
Lifting students who have physical impairments and are unable to assist. All students regardless of their size and weight are lifted by two people with the total weight of the student not evenly distributed between the two. Students weighing over 50 pounds will be lifted using a mechanical lift.										
01-30 lbs		Never		Rare		Occasionally	X	Frequently		Continuously
26-50 lbs		Never		Rare	X	Occasionally		Frequently		Continuously
> 50 lbs	X	Never		Rare		Occasionally		Frequently		Continuously

Employee may need to: (X = REQUIRED)										
Bend		Never		Rare	X	Occasionally		Frequently		Continuously
Climb		Never	X	Rare		Occasionally		Frequently		Continuously
Crawl		Never	X	Rare		Occasionally		Frequently		Continuously
Drive		Never		Rare	X	Occasionally		Frequently		Continuously
Kneel		Never	X	Rare		Occasionally		Frequently		Continuously
Reach (above shoulder)		Never	X	Rare		Occasionally		Frequently		Continuously
Reach (forward)		Never		Rare	X	Occasionally		Frequently		Continuously
Sit		Never		Rare		Occasionally		Frequently	X	Continuously
Squat		Never	X	Rare		Occasionally		Frequently		Continuously
Stand		Never		Rare		Occasionally	X	Frequently		Continuously
Twist	X	Never		Rare		Occasionally		Frequently		Continuously
Walk		Never		Rare	X	Occasionally		Frequently		Continuously
Run	X	Never		Rare		Occasionally		Frequently		Continuously
Stairs		Never		Rare	X	Occasionally		Frequently		Continuously
Lying Down	X	Never		Rare		Occasionally		Frequently		Continuously

Hands may be used for: (X = REQUIRED)										
Grasping		Never	X	Rare		Occasionally		Frequently		Continuously
Pinching		Never	X	Rare		Occasionally		Frequently		Continuously
Finger Manipulation		Never		Rare		Occasionally		Frequently	X	Continuously

Wrists may be used for: (X = REQUIRED)										
Twisting/Turning	X	Never		Rare		Occasionally		Frequently		Continuously

Pushing/Pulling: (X = REQUIRED)										
01-30 lbs		Never		Rare		Occasionally	X	Frequently		Continuously
31-50 lbs	X	Never		Rare		Occasionally		Frequently		Continuously
> 50 lbs	X	Never		Rare		Occasionally		Frequently		Continuously

Carrying: (X = REQUIRED)										
01-30 lbs		Never		Rare	X	Occasionally		Frequently		Continuously
Description	Objects carried, for a maximum distance of 30 feet, include school supplies, teaching materials, and food items.									
31-50 lbs		Never	X	Rare		Occasionally		Frequently		Continuously
Description										
> 50 lbs	X	Never		Rare		Occasionally		Frequently		Continuously
Description										

Environment Exposures (X = REQUIRED)										
Chemical Contact		Never	X	Rare		Occasionally		Frequently		Continuously
Moving Objects		Never	X	Rare		Occasionally		Frequently		Continuously
Noise		Never		Rare		Occasionally	X	Frequently		Continuously
Safety Equipment		Never	X	Rare		Occasionally		Frequently		Continuously
Wetness	X	Never		Rare		Occasionally		Frequently		Continuously

MENTAL JOB TASK REQUIREMENTS:

The mental functions checked are essential to successfully performing the duties associated with this position.

X = Requirement | ☐ = Not Required

REASONING ABILITY:

- X** Routine, repetitive tasks with simple instructions
- X** Ability to follow detailed instructions that require few changes
- X** Ability to follow detailed procedures with several potential variables
- X** Problem solving ability and interpretation of events required for practical matters
- X** Ability to accurately interpret behaviors and nonverbal communication and act on decisions
- X** Logical or deductive thinking required frequently
- X** Creative, innovative solutions to job problems

CALCULATIONS:

- X** Simple copying, addition, counting, subtraction
- X** Ability to divide and multiply
- ☐ Understanding the metric system and conversions
- X** Fractions, decimals, and percentages
- X** Statistics, use of graphs
- ☐ Advanced mathematics
- ☐ Theoretical application of statistics and complex math

LANGUAGE:

- X** Ability to read and understand product labels, policies written at the 10th grade level, and ability to follow verbal or demonstrated instructions
- X** Ability to explain simple directions, copy data from one form to another
- X** Completes form letters or answers routine correspondence
- X** Composes correspondence independently
- X** Reads and interprets complex technical material
- ☐ Ability to speak and understand a second language
- X** Can prepare complex reports and documents as required
- X** Ability to speak with individuals and small groups in an articulate manner
- ☐ Ability to speak at meetings and before groups in an articulate manner using prepared materials and on a spontaneous basis

By signing below I indicate that:

1. I have been given the opportunity to thoroughly read the job description above,
2. I understand that I may request an accommodation to perform the essential functions of the positions, and
3. I can perform the essential functions of this position without an accommodation.

Print Name: _____

Signature: _____ Date _____

Clackamas Education Service District is proud to be an equal opportunity workplace. We respect and seek to empower each individual and support the diverse cultures, perspectives, skills and experiences within our workforce along with the students and families that we serve.