

St. Michael –Albertville Public Schools
JOB DESCRIPTION

JOB TITLE	DEPARTMENT/SECTION	SUPERVISOR
Technical Support Specialist I	Technology	Director of Technology
JOB SUMMARY: Responsible for support and maintenance of the computer hardware and software, including preparation of materials and assisting users with the operation of the equipment or software; coordinate software planning, procurement, setup and installation related to systems within the district; available to assist with technology throughout the district.		
QUALIFICATIONS: Two year degree in a computer, information technology or related field experience required; appropriate certification preferred; knowledge of Macintosh and Microsoft operating systems; Knowledge in the following applications is required including HP and Apple desktop support, Microsoft Office (Word, Outlook, PowerPoint, Excel, Access), Microsoft Internet Explorer, Chrome, Google Administrative Console, SCCM & Apple Deployment/Management Solutions; desire to remain knowledgeable regarding technology; ability to communicate technical issues to non-technical personnel and can work on a team and-independently. Knowledge of basic troubleshooting, and networking; must be highly organized, self-directed and detail oriented.		
TASK NO.	DESCRIPTION WORK YEAR: 260 days	

- 1 Coordinate and manage district level technical and network support and troubleshooting for hardware and software and provide second level support for building level technical support staff.
 - District level support for the Google Administrative Console
 - District level support for Macintosh desktop support
 - Support the HS television production studio
 - Install and configure workstations in a networked environment.
 - Assist students and staff in appropriate use of technology and provide training where needed.
 - Provide general care and maintenance of equipment. Repair nonfunctioning equipment per direction of the Director of Technology
 - Assist the building level paraprofessionals, media specialists and the teaching staff in order to provide services as needed.
 - Assist with establishing and maintaining a current inventory of equipment.
 - Provide basic printer support.
 - Provide basis network/infrastructure support.
 - Provide classroom A/V support including: SMART boards, projectors, audio, and control systems

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- 2 Attends meetings, workshops and training sessions as directed
- 3 Perform other related duties as assigned

SUPERVISOR’S APPROVAL

DATE

COMMITTEE’S APPROVAL

DATE