



POSITION DESCRIPTION WACONIA PUBLIC SCHOOLS

SECTION I: GENERAL INFORMATION

Position Title: Technology Support Specialist	Department: Information Technology
Immediate Supervisor's Position Title: Director of Information Technology	FLSA Status: Non-Exempt
Job Summary: Under the direction of the Director of Information Technology, the Technology Support Specialist is responsible for supporting, troubleshooting and repairing district-wide technology equipment, computer operating systems and applications for both Windows and Macintosh platforms. This position is distinguished from the Technology Assistant in that it requires advanced knowledge of computer operating systems including Windows Server, Exchange Server, SQL Server, OS/X and OS/X Server, as well as Network Security concepts.	

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides technical assistance to district staff for all desktop and laptop computer systems.
 - a) Troubleshoots and repairs hardware and software issues.
 - b) Performs software installations.
 - c) Images new machines.
 - d) Contacts and coordinates repairs with outside vendors when required.
- Assists with network administrative tasks.
 - a) Troubleshoots and maintains all Windows and Macintosh servers.
 - b) Performs daily backups.
 - c) Troubleshoots and repairs data and voice network connectivity.
- Provides network security administration support.
 - a) Assists with the maintenance of Active Directory and Anti Virus.
 - b) Assists with the support of Firewall and Spam Filter.
- Assists with the selection of computer hardware systems and software applications.
- Maintains, supports, and provides technical assistance for Voice over Internet Protocol (VoIP) networks.
- Assists with database administration and data reporting.
- Provides support and training to district staff when needed.
- Performs other duties of a comparable level or type, as required.
 - a) Attends training sessions, conferences, seminars, district meetings, as required.
 - b) Keeps abreast of changing developments, trends, and informational/networking technologies.
- Attends work regularly and punctually.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:			
REQUIRED EDUCATION/TRAINING (choose one)			DEGREE INFORMATION: Type of degree: (A.A., B.S., M.A., etc.)
	less than high school diploma		Associate's Degree or completion of a 2-year diploma or certificate program.
	High school diploma or GED.		Major field of study or degree emphasis: Computer field.
	1 year college	X 2 years college	
	3 years college	4 years college	
	Bachelor's Degree		Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: <ul style="list-style-type: none"> • Knowledge of computer operating systems and applications for Windows and Macintosh platforms. • Knowledge of Windows operating systems including Windows Server, Exchange Server, SQL Server, OS/X and OS/X Server. • Knowledge of Microsoft Office Products including Word, Excel, PowerPoint, and Publisher. • Knowledge of data and VoIP networks. • Knowledge of network hardware components, their operations and functions, and procedures for troubleshooting problems and conflicts. • Knowledge of Network Security concepts including Active Directory and Group Policies. • Knowledge of information systems and application software terminology.
	Master's Degree		
	Doctorate		
Required Work Experience in Addition to Formal Education/Training: At least four (4) years experience in the area of computer hardware/software support and maintenance.			
LICENSE/ CERTIFICATION		Identify licenses/certification required upon hiring: A valid driver's license for travel within school district is required. Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Information Technology Professional (MCITP), and A+ Certifications are preferred.	

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK	Skilled in: <ul style="list-style-type: none"> • Effectively analyzing and resolving user/server database application issues. • Relating technology issues clearly, both verbally and in writing, to non-technical staff, students and parents. • Operating personal computer systems/servers including PC and Macintosh. • Reading and interpreting technical manuals to acquire knowledge and new skills. • Organizing and prioritizing projects and daily tasks. • Researching answers to computer and software issues. • Replacing, upgrading, and maintaining computer hardware and software. • Communicating effectively with staff regarding technology issues and needs. • Defining problems and collaboratively working towards resolution. • Establishing and maintaining professional and courteous working relationships with staff, colleagues, students and parents.
--	---

RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS	
Titles of Positions Directly Supervised	# of Employees
TOTAL	

INDIRECT SUPERVISION:	
Number of employees indirectly supervised:	Total:

HAZARDOUS WORKING CONDITIONS: <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i>	Unusual or hazardous working conditions related to performance of duties: <p>Work responsibilities are performed in a typical school setting. The potential for electrical shock can exist when working with electrical and electronic components but the risk of environmental and physical hazards and risks can be characterized as minimal given the training, application of safety precautions and procedures.</p>
--	---

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		x		
Walk		x		
Sit			x	
Use hands dexterously (use fingers to handle, feel)			x	
Reach with hands and arms			x	
Climb or balance		x		
Stoop/kneel/crouch or crawl		x		
Talk or hear				x
Taste or smell	x			
Physical (Lift & carry): up to 10 pounds			x	
up to 25 pounds		x		
up to 50 pounds		x		
up to 75 pounds		x		
up to 100 pounds	x			
more than 100 pounds	x			

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities
Physical requirements associated with the position can be best summarized as follows:
Light Work: Exerting up to seventy-five (75) pounds of force occasionally and/or negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects in the performance of the job.