

WAYNE TOWNSHIP PUBLIC SCHOOLS
Wayne, New Jersey
JOB DESCRIPTION

TITLE: H-053 - Technology Support Specialist

EDUCATION AND EXPERIENCE REQUIRED:

1. Bachelor's degree in the field of computer science and/or 3 years equivalent work experience.
2. Certifications in technology systems such as A+, Microsoft certs etc.
3. Excellent technical knowledge of network and PC hardware, including digital media systems, Epson Brightlink projection systems, Google Management, Google Chromebooks, and iPads (a plus).
4. Hands-on hardware troubleshooting experience.
5. Extensive equipment support experience with desktop PCs and peripherals.
6. Working technical knowledge of current network protocols, operating systems, and standards.
7. Ability to operate tools, components, and peripheral accessories.
8. Able to read and understand technical manuals, procedural documentation, and OEM guides.
9. Ability to conduct research into technical issues and products as required.
10. Effective interpersonal skills and relationship-building skills.
11. Strong written and oral communication skills.
12. Ability to present ideas in user-friendly language.
13. Understanding of the organization's goals and objectives.
14. Self-motivated and directed.
15. Keen attention to detail.
16. Analytical and problem-solving abilities.
17. Ability to effectively prioritize and execute tasks in a high-pressure environment.
18. Experience working in a team-oriented, collaborative environment.
19. Strong customer-service orientation.

REPORTS TO:

Director of Technology

JOB GOAL:

The Technology Support Specialist's (TSS) role is to support and maintain in-house computer systems, desktops, peripherals, digital AV media systems and associated instructional, administrative and system software. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware, software and associated equipment while ensuring optimal system performance. The TSS will also troubleshoot problem areas in a timely and accurate fashion, and provide end user support, training and assistance where and when required.

PERFORMANCE RESPONSIBILITIES:

1. Works with end users to identify and deliver required technology support service levels. Liaise with, and provide training and support to, end users and staff on technology systems such as Digital AV media systems, software, computer operation and other issues.
2. Installs, configures, tests, maintains, monitors, and troubleshoots end user hardware, networked peripheral devices, and networking hardware products.
3. Where required, installs, configures, tests, maintains, monitors, and troubleshoots associated end user software and networking software products.
4. Performs on-site analysis, diagnosis, and resolution of complex technology problems for a variety of end users, and recommends and implements corrective hardware solutions, including repair as needed.
5. Receives and responds to incoming calls, pages, and/or e-mails regarding technology issues such as PC and/or hardware/software problems.
6. Develops and maintains an inventory of all technology equipment such as monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.
7. Monitors and tests technology systems performance and provides technology systems performance statistics and reports.
8. Constructs, installs, and tests customized configurations based on various platforms and operating systems.
9. Conducts research on computer products in support of technology procurement and development efforts. Evaluate and recommend hardware and software products for purchase.
10. Writes technical specifications for purchase of technology systems such as PCs, digital AV systems, hardware and related products.
11. Recommends, schedules, and performs technology systems, computer, hardware and peripheral equipment improvements, upgrades, and repairs.
12. Assists in developing long-term strategies and capacity planning for meeting future technology systems hardware needs.
13. Supports development and implementation of new technology projects and new hardware installations.
14. Maintains up-to-date knowledge of hardware and equipment contracts and supervises contract-based installations.
15. If necessary, liaise with third-party support and equipment vendors.

TERMS OF EMPLOYMENT:

Salary and work year to be determined by the Board of Education.

ANNUAL EVALUATION:

Performance of this position will be evaluated annually in accordance with the Board's policy on the evaluations of non-certificated staff.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities and functions of the job.

Unless reasonable accommodations can be made, while performing this job the staff member shall:

1. Use strength to lift items needed to perform the functions of the job.
2. Sit, stand and walk for required periods of time.
3. Speak and hear.
4. Use close vision, color vision, peripheral vision and depth perception along with the ability to focus vision.
5. Communicate effectively in English, using proper grammar and vocabulary. American Sign Language or Braille may also be considered as acceptable forms of communication.
6. Reach with hands and arms and use hands and fingers to handle objects and operate tools, computers, and/or controls.

ENVIRONMENTAL DEMANDS:

The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

1. Exposure to a variety of childhood and adult diseases and illnesses
2. Occasional exposure to a variety of weather conditions
3. Exposure to heated/air conditioned and ventilated facilities
4. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment
5. Function in a workplace that is usually moderately quiet but that can be noisy at times.

BOARD APPROVAL DATE: September 9, 2021, Agenda Item T-17