

BOYERTOWN AREA SCHOOL DISTRICT
Job Description

Position Title: Technology Specialist 1
Reports to: Director of Information Technology

SUMMARY:

Under the general supervision of the Director of Information Technology, the Technology Specialist 1 is the primary point of contact for District faculty and staff seeking technical support. The technician is responsible for answering calls and e-mail messages directed to the Information Technology Services Support Center and providing in-person support, training and assistance in assigned buildings or as directed by the Support Center Coordinator and Director of Information Technology. The work is performed under the general supervision of Director of Information Technology, with technical assistance provided by Tier II and Tier III technical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *(other duties may be assigned)*

The User Support Technician 1 shall:

1. Provide Tier I technical support in the resolution of technical support issues for the District.
 - Serve as first line technical support for all technology within assigned building
 - Perform troubleshooting and research toward the resolution of technology related problems
 - Create and update problem records in the Districts support ticket system
 - Provide on-site installation, support and troubleshooting at assigned district buildings
 - Install, monitor, and uninstall A/V equipment for bi-weekly evening School Board meetings as assigned
 - Clean computer equipment and peripherals
 - Provide file Restoration services for faculty, staff and students
 - Setup and deployment of computers for faculty, staff and students
 - Perform minor maintenance and repair to Information Technology Services equipment
 - Support staff development and training on new technology
 - Install/remove programs to support instruction and proper operation of district computers
 - Replace cartridges, paper and other consumables as needed
 - Ensure the computer labs and carts are properly set up and operational for instruction
 - Assist and train faculty and staff in scanning documents and pictures, as requested by classroom teacher or building principal
 - Assists with other technology problems and equipment operations when possible
 - Assists with configuration and set up of printers, projection devices, and monitors to work effectively for various instructional purposes
 - Assist with maintaining technology inventory for assigned buildings.
 - Participate in appropriate in-service and workshop programs and attend any required meetings
 - Serve as a role model for students and staff in demonstrating positive attitudes, appropriate attire and grooming, and an effective work ethic

- Display ethical and professional behavior in working with students, parents, school personnel, and outside agencies associated with the school

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **EDUCATION:** High School Diploma or GED
- **EXPERIENCE:** A minimum of two (2) years of demonstrated experience with computer desktop support in an enterprise level organization working in the support of a Windows/MAC computing environment.
- **CERTIFICATES, LICENSES, REGISTRATIONS:** Act 114 – FBI Federal Criminal History, Act 34 - Criminal History Clearance and Act 34 - Criminal History Clearance and valid PA Driver’s License required for hire. Certification in Microsoft Office Core: MS Word, MS PowerPoint and MS Outlook, required within first year.
- **LANGUAGE SKILLS:** Ability to write narrative reports, peer correspondence, and procedure. Ability to present information effectively, both verbal and written, and respond professionally and appropriately to questions from groups of faculty, staff and peers.
- **TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**
 - Basic understanding of computers, printers, projectors, smart boards, scanners, digital and document cameras,
 - Knowledge of Microsoft operating system (Windows 7)
 - Working knowledge of PC/LAN application software including word processing (MS Word), spreadsheets (MS Excel), E-Mail (MS Outlook) and Internet Browsers (Internet Explorer, Chrome, Safari).
 - Ability to make contacts and develop effective working relationships within and outside the department, maintaining a high degree of professionalism, requiring tact and judgment to avoid friction; infrequent contact with administrators on matters requiring explanations and discussions; frequent contacts involving the carrying out of projects and schedules;
 - Requires well developed sense of strategy and timing, ability to prioritize duties independently
 - Ability to interface with technical personnel in order to discuss technical issues pertaining to user related problems.
- **REASONING ABILITY:** Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **OTHER SKILLS AND ABILITIES:** Ability to establish and maintain effective relationships with students, staff, and peers; skill in oral and written communication; skill and patience in listening.

- **PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee frequently is required to walk and stand. The employee must occasionally lift and/or move up to 40 pounds such as, but not limited to, projectors, interactive white boards and computers. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus, such as to work on computers. The ability to travel to other buildings is required. The position may require the individual to sometimes work irregular or extended work hours and meet multiple demands from several people.

- **WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet, performed indoors and outdoors.