Classified Job Bulletin
October 18, 2019

Technical Support Specialist  Conneaut Area City Schools
8 hours per day/12 months per year

This position reports directly to the Technology Director and indirectly to the Superintendent.

Qualifications:
Associate’s degree in computer information systems or management information systems or a comparable degree preferred. Must have a strong technology background with excellent troubleshooting and analytical problem solving skills. Candidate should demonstrate excellent interpersonal, communication, and collaboration skills and have ability to work independently and as part of a cross functional team. Experience with Cloud based systems and virtualization a plus.

General Duties:
- Installing hardware and some software configurations.
- Maintaining, repairing and replacement of equipment.
- Troubleshooting of hardware and network related issues.
- Providing technical support for all staff and students.
- Responsible for maintaining technology hardware inventory.
- Work directly with the Technology Director and other staff to support the technology vision and strategies for district goals.

A complete job description can be found on the back of this posting.

Candidates may be subject to test or interview. Salary and benefits are in accordance with scale adopted by the board.

Interested applicants should submit resume and application to the Office of the Superintendent, 230 Gateway Avenue, Suite B, Conneaut, Ohio 44030 no later than October 25, 2019. You may also email the information to rleatherman@cacsk12.org

Lori A. Riley
Superintendent
TECHNICAL SUPPORT SPECIALIST

RESPONSIBLE TO: Technology Director and the Superintendent

QUALIFICATIONS:
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GENERAL DUTIES:
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SPECIFIC DUTIES:
- Act as a liaison for building needs identified at all locations to the Technology Director.
- Provide updated accurate inventory of district owned technology equipment annually provide reports as requested.
- Ability to oversee technology summer help in district for system maintenance and setup.
- Provide functional support and operation as needed for AV related equipment within the district.
- Ensuring physical system functional quality for all district users. Neatness in all installs.
- Work with team members, procurement and key stakeholders in hardware acquisitions.
- Identify project impact and make recommendations for resolving action items as needed.
- Coordinate daily with the Technology Director of district support requests scheduled for resolution.
- Assist staff in performing on-site technology support in all buildings.
- Coordinates and communicates with impacted staff regarding any hardware maintenance and repair activities at assigned locations.
- Participate on technology project teams overseeing implementation of new technology solutions.
- Assist technology teams with assessment of technology hardware and software needs.
- Prepares process and problem resolution documentation, including non-technical descriptions for users.
- Responsible for administering technology products and applications (i.e. upgrades and patches).
- Test new hardware and software prior to approving for technology use.
- Maintains staff awareness of changes in all operational and technical procedures.
- Analyzes opportunities, functionality, and/or performance; researches options; and makes recommendations for changes to the Director.
- Ensures user service and satisfaction is top priority, works diligently to provide reliable, and quality support.
- Working within Active Directory to provide password changes as needed.
- Working within Google G-Suite to provide needed configurations to Chrome related devices.
- Performs other related duties as assigned or directed.

BENEFICIAL SKILL SET
- Critical thinking.
- Ability to work in a fast passed environment methodically.
- Some understanding of paced Microsoft Azure, O365, and Google cloud based systems a plus.
- Some understanding of virtualized systems using VMWare a plus.
- Some understanding of MDM system systems a plus.
- Understanding of basic Active Directory tasks such as adding systems to domains, and user account modifications.
- Understanding of computer networks, subnets, and routing.
- Understanding how to properly identify system and network related issues.
- Understanding of physical hardware maintenance, printers, faxes, copiers, pc’s.
- Understanding of Apple related hardware such as tablets.
- Understanding of Amazon Fire and Kindle.
- Understanding of Android based devices.
- Understanding of Chrome based devices.
- Understanding of wireless systems.
Additional Working Conditions:

1. Occasional exposure to blood, bodily fluids and tissue.
2. Occasional interaction with disruptive children.
3. Use of office equipment as necessary.
4. Physical ability to stand, stoop, climb stairs/ladders, lift up to 50 lbs.
5. Valid driver’s license and proof of insurance.

Terms of Employment:

Twelve (12) months per year. Wages, as per contract, including 11 paid holidays.

This job description is not an exhaustive list of all tasks to be performed and is subject to change.

Adopted: April 18, 2018
Revised: October 17, 2019