

**BAINBRIDGE ISLAND SCHOOL DISTRICT
JOB DESCRIPTION**

TECHNOLOGY SUPPORT SPECIALIST

JOB SUMMARY: Under the supervision of the Director of Technology and at the direction of the Lead Technology Support Specialist, the Technology Support Specialist will assist in the purchase, installation, maintenance, and support of network client hardware and software and provide technical assistance to staff and students. Within this general description, specific assignments will vary.

ESSENTIAL JOB FUNCTIONS:

- Provide support and service for staff and students requiring assistance related to district or school-adopted technology hardware and software such as computers, printers, mobile devices, projectors, cameras, and various software programs
- Take responsibility for requests for assistance and track to final successful resolution
- Maintain records for user accounts and equipment such as telephone databases, equipment assignments, network accounts, and help desk requests
- Develop training guides and support documents for end-users
- Assist with management of network accounts: Active Directory, Google Apps, etc.
- Support technology hardware, software, and telephone installations and maintenance
- Work with staff to understand needs and present viable technology options
- Participate in hardware and software testing, evaluations, and purchases
- Assist with asset management system and tracking of equipment performance
- Assist with removal of obsolete equipment
- Manage equipment deployment and life cycles
- Provide assistance for network and connectivity issues
- Maintain confidentiality and demonstrate ethical behavior
- Actively participate in discussions and decision-making processes
- Perform other job-related duties as assigned

ESSENTIAL JOB REQUIREMENTS/ QUALIFICATIONS:

- High school graduate or equivalent, required
- Two or more years of experience in an enterprise level environment, required
- IT certifications relevant to job responsibilities, preferred
- Associates degree or higher in job-related field, preferred
- Valid Washington state driver's license

REQUIRED KNOWLEDGE, SKILLS and ABILITIES:

- Ability to establish and maintain cooperative and professional working relationships
- Ability to actively contribute to a collaborative team environment
- Ability to communicate effectively orally and in writing, including appropriate English grammar, punctuation and spelling.
- Ability to provide high quality customer service and superior workmanship
- Ability to work independently on assigned projects
- Demonstrated knowledge of hardware and software applications
- Demonstrated ability to be understanding, patient and respectful toward staff, students and co-workers
- Knowledge of networked systems
- Practical knowledge of project management process
- Ability to understand, seek clarification, and carry out directions
- Competent math skills
- Advanced technology and computer skills
- Competency in reading technical subject matter, instructional manuals, code manuals and technical drawings
- Ability to explain technical information to a non-IT audience in a useful manner
- Ability to use tact, diplomacy and good judgment
- Ability to adapt readily to a varied routine in a calm, positive manner
- Ability to diffuse tense situations

PHYSICAL DEMANDS:

- Persons in this position will frequently exert up to 50 pounds of force to lift, carry, push pull or otherwise move objects.
- Persons in this position must have, provide or perceive the nature of sound, near and far visual acuity, depth perceptions, spoken information, manual dexterity to operate common maintenance and repair tools, and work with various materials and objects required for technical aspects of the listed work responsibilities.
- This type of work involves frequent standing, walking, stooping, bending, crouching, lifting, carrying, climbing and sitting for extended periods of time.

Reasonable accommodation may be made to enable a person with a disability to perform essential functions of the job.