



# Poudre School District

## HUMAN RESOURCES DEPARTMENT

### JOB DESCRIPTION

Job Title: **Technical Support Specialist I**  
 Job Family: **Information Technology**  
 Prepared/Revised Date: **January 3, 2017**

FLSA Status: **Non-Exempt**  
 Pay Range: **IT45H**  
 Job Code: **38227**

**SUMMARY:** District level technology specialist responsible for technical support in schools for endpoint devices, computer peripherals, audio-visual (AV) equipment, and software. Serve as the technology specialist and provide a high level of support to elementary schools. Provide second level support for Technology Site Manager at middle schools. Follows and enforces PSD standards, policies, processes, and procedures to independently complete routine tasks or to collaborate with other PSD personnel regarding non-routine matters. Responsible for managing inventory of technology assets at assigned locations. Serves as liaison for communication between the Information Technology (IT) Department and assigned schools. Participates in IT project teams to provide expertise, represent workgroup, provide two-way feedback, and achieve project goals.

**ESSENTIAL DUTIES & RESPONSIBILITIES:** *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.*

Description of Job Tasks	Frequency	% of Time
	Daily = <b>D</b> Weekly = <b>W</b> Monthly = <b>M</b> Quarterly = <b>Q</b> Annually = <b>A</b>	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Troubleshoot and solve client-level hardware, software, audio-visual, and network connectivity issues.	D	30%
2. Manage mobile devices, files, print, computer accounts, and user accounts with PSD-supported tools and organizational practices.	D	20%
3. Assist PSD personnel and students with technology-related issues and needs. Promptly update ticketing system to document findings, solutions and status of requests for help.	D	15%
4. Deploy district-standard operating systems and applications software to endpoint devices. Install school-specific applications.	D	5%
5. Attend work and arrive in a timely manner per established schedules.	D	1%
6. Collaborate with individuals and teams to share ideas, solve problems, and complete projects.	W	5%
7. Track district-supported technology assets and maintain inventory systems.	W	5%
8. Inform supervisor of issues and events that impact successful job performance and customer satisfaction.	W	5%
9. Perform other duties as assigned.	W	4%
10. Implement large scale deployment of new hardware and software as well as collection and disposal of retired hardware.	A	10%
<b>TOTAL =</b>		<b>100%</b>

#### **EDUCATION & RELATED WORK EXPERIENCE:**

- Associates degree in computer technology, information technology, or related field
- Two years of work experience in a computer related field
- Ongoing professional development to maintain technical skills and organizational knowledge
- Equivalent combination of education and experience acceptable

#### **LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Valid Colorado driver's license
- Criminal background check required for hire
- Industry-standard certifications in hardware repair, Microsoft systems and applications, or networking desirable

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**KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge of Microsoft Windows operating systems (client and server) and Apple operating systems (OSX and iOS)
- Knowledge of software installation issues in an integrated platform environment
- Knowledge of Microsoft Active Directory objects and attributes. Familiarity with group policy.
- Knowledge of device management solutions such as Microsoft Systems Center Configuration Manager (SCCM), Apple School Manager, JAMF, Google Chrome Management Console, etc.
- Knowledge of ticketing, help desk, and asset management software.
- Knowledge of network concepts including TCP/IP, DHCP, DNS
- Ability to install, configure, and troubleshoot hardware and software of all types
- Ability to backup, restore, and recover files from endpoint devices and servers
- Strong customer service skills
- Strong interpersonal relations skills
- Oral and written communication skills
- English language skills
- Ability to provide excellent customer service on the phone and face-to-face
- Organizational, recordkeeping, and time management skills
- Ability to follow written documentation
- Ability to maintain confidentiality in all aspects of the job
- Ability to participate and work in a team environment
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, Superintendent policies, and building and department procedures
- Ability to communicate, interact, and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

**MATERIALS & EQUIPMENT OPERATING KNOWLEDGE:**

- Intermediate operating knowledge of and experience with endpoint devices, peripherals and audio-visual equipment
- Intermediate operating knowledge of and experience with wide variety instructional and business software.
- Operating knowledge of and experience with typical office tools such as e-mail, productivity software, telephones, copier, fax machine, etc.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

- This position reports directly to the Technical Services Manager in the Information Technology (IT) department.

	<b>POSITION TITLE</b>	<b># of EMPLOYEES</b>
<b>Direct reports:</b>	This job has no direct supervisory responsibilities.	0

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below 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.*

<b>PHYSICAL ACTIVITIES:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Stand			x	
Walk			x	
Sit			x	
Use hands to finger, handle, or feel				x
Reach with hands and arms			x	
Climb or balance		x		



PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stoop, kneel, crouch, or crawl		x		
Talk				x
Hear				x
Taste	x			
Smell	x			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				x
Up to 25 pounds			x	
Up to 50 pounds		x		
Up to 100 pounds	x			
More than 100 pounds	x			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				x
Analyze				x
Communicate				x
Copy		x		
Coordinate			x	
Instruct			x	
Compute		x		
Synthesize			x	
Evaluate			x	
Interpersonal Skills				x
Compile			x	
Negotiate		x		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	x			
Work near moving mechanical parts	x			
Work in high, precarious places	x			
Fumes or airborne particles	x			
Toxic or caustic chemicals	x			
Outdoor weather conditions		x		
Extreme cold (non-weather)	x			
Extreme heat (non-weather)	x			
Risk of electrical shock		x		
Work with explosives	x			
Risk of radiation	x			
Vibration	x			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	x
Distance vision (clear vision at 20 feet or more)	x
Color vision (ability to identify and distinguish colors)	x
Peripheral vision	x
Depth perception	x
Ability to adjust focus	x



<b>NOISE LEVEL:</b>	<b>Exposure Level</b>
Very quiet	
Quiet	
Moderate	x
Loud	
Very Loud	

