HUMAN RESOURCES DEPARTMENT
JOB DESCRIPTION

Job Title:	**Technical Support Specialist II**	FLSA Status:	**Non-Exempt**
Job Family:	**Information Technology**	Pay Range:	**IT55H**
Prepared/Revised Date:	**March 9, 2017**	Job Code:	**38229**

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 and leads IT project teams to provide expertise, represent workgroup, provide two-way feedback, and achieve project goals. The Technical Support Specialist II is required to have advanced troubleshooting skills, advanced problem solving skills, and in-depth knowledge of systems used to manage endpoint devices. They work closely with other IT department specialists to adopt, document, and apply solutions as organizational standards. Technical Support Specialist II successfully lead large-scale operational efforts for their workgroup and departmental project teams. They work closely with their manager to plan, implement, and improve processes and procedures. Technical Support Specialist II train and mentor other technical support personnel within the department and schools.

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 Daily = **D** Weekly = **W** Monthly = **M** Quarterly = **Q** Annually = **A**	% of Time On an annual basis, e.g. 10 hours of a 40-hour work week = 10/40 = 25%
1. Analyze, identify, and solve complex client-level hardware, software, audio-visual, and network connectivity issues.	D	25%
2. Fully investigate systems and processes used to manage technology assets. Document procedures, and train technical support teams in use.	D	25%
3. Assist end users and mentor technicians with technology-related issues and needs. Promptly update ticketing system to document findings, solutions, and status of requests for help.	D	10%
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. Lead project teams encouraging collaboration, problem solving, and communication.	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. Work closely with system administrators to create and test application packages for deployment to devices and publication in software catalog.	Q	5%
11. Lead and manage large scale operational efforts related to technology refresh. Work closely with manager to plan, implement, and improve processes.	A	10%
	TOTAL =	**100%**

EDUCATION & RELATED WORK EXPERIENCE:
- Associates degree in computer technology, information technology, or related field
- Three years of experience at Technical Support Specialist I or equivalent
- Ongoing professional development to advance 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

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Advanced knowledge of Microsoft Windows operating systems (client and server) and Apple operating systems (OSX and iOS)
- Advanced knowledge of both automated and manual software installation issues in an integrated platform environment
- Knowledge of Microsoft Active Directory components and services with strong knowledge in group policy.
- Advanced knowledge of device management solutions such as Microsoft Systems Center Configuration Manager (SCCM), Apple School Manager, JAMF, Google Chromebook Management Console, etc.
- Advanced skills in installing, configuring, and troubleshooting hardware and software of all types
- Strong knowledge of and skill in network concepts including TCP/IP, DHCP, DNS
- Strong knowledge of backing up, restoring, and recovering 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:
- Advanced operating knowledge of and experience with personal computers, peripherals, and audiovisual equipment
- Advanced operating knowledge of and experience with 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 Support Manager in the Information Technology (IT) department.

	POSITION TITLE	**# of EMPLOYEES**
Direct reports:	This job has no direct supervisory responsibilities.	0

- May be responsible for providing guidance, direction, and training to Technical Support Specialist I

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.*

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

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	x
Loud	
Very Loud	