



David Douglas School District #40

Classified - Job Description

TECHNOLOGY SUPPORT SPECIALIST

Schedule: 8 hours per day / 12 months per year

Class: 10

POSITION PURPOSE

This position supports the David Douglas Hardware/Software Technicians and provides onsite support for Multnomah Early Childhood staff and David Douglas School District staff. This includes actively resolving end user issues.

NATURE AND SCOPE OF RESPONSIBILITIES

- Assist in providing Level I technology onsite support for Multnomah Early Childhood staff and David Douglas staff.
- Prepare new technology for deployment.
- Escalate problems (when required) to appropriate technology staff.
- Use Zendesk software to record, track, and document the service desk requests.
- Use diagnostic utilities to aid in troubleshooting.
- Perform hands-on fixes remotely or in person, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Perform preventative maintenance, including checking and cleaning end user devices, and other IT equip.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow ups with end user and team members as required.
- Alert IT Team of emerging trends in incidents.

KNOWLEDGE & EXPERIENCE:

Knowledge of advanced computer hardware, including desktops, laptops, smartphones, and networking equipment

- Experience with Google Apps For Education
- Experience with Microsoft Windows, OSX, iOS, and Chrome.
- Working knowledge of a range of software and hardware diagnostic tools.
- Experience working with service desk software
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills.

QUALIFICATIONS

- Ability to troubleshoot hardware/software problems
- Ability to maintain a high level of ethical behavior and confidentiality of information
- Ability to work harmoniously with others and to communicate appropriately and effectively, both orally and in writing, with students, parents, and staff
- Ability to conduct research into a wide range of computing issues is required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly and technical language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

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QUALIFICATIONS CONTINUED.....

- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- 40-hour on-site work week.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- The ideal candidate should be dependable with an excellent attendance record, work well in a "Team Environment", be cooperative and respectful.

ESSENTIAL PHYSICAL REQUIREMENTS

Moderate degree of physical stamina, with frequent lifting and carrying of up to 50 pounds. Ability to move to various locations within the classroom. Frequent and prolonged standing, walking, bending and kneeling. Visual acuteness. Exposure to noise and activity of a school setting.

David Douglas School District Drug Testing and Criminal Background check

Per district policy all offers of employment shall be contingent upon the successful passing of a district required drug test and criminal background check. David Douglas School District's Human Resources will designate where and when the testing will be conducted. The offer of employment will be withdrawn from candidates who test positive for drugs.