

Narragansett School System
Technology Support Specialist

The district technology support specialist is a member of the technology staff and reports to the Director of Technology. The district technology support specialist will be housed in the middle school. Under the supervision of the Director of Technology, the specialist ensures the operation and availability of the district's networked computers and all related peripheral devices. Repairs, troubleshoots, installs, and maintains networked computers, software and peripherals while providing superior customer service to the schools' departments and end-users. The specialist will support the 1:1 laptop environment at the middle school.

Technology Support Specialist Minimum Qualifications

Bachelor's degree in Computer Science or equivalent technical institution certificate. One to three years of Information Systems work experience providing end-user technical assistance. A+ or equivalent network certification preferred. Must have a willingness and capability to train staff on technology initiatives. A demonstrated understanding of networks and network technology; and the ability to handle the job responsibilities as listed below.

Evidence will include successful work experience in a school setting and recent educational development and application of the majority of the areas listed above. All determinations of sufficient evidence will be made by the superintendent.

Responsibilities

- Repairs of computers and technology related equipment
- Troubleshooting hardware problems for computer systems and peripheral
- Troubleshoot printing issues and keep all printers stocked and operational
- Reinstalling Windows, OSX and related components
- Monitor wireless network daily and keep access points operational
- Configuring workstations for network access
- Shipping of inoperable computers under warrantee and track progress
- Logging of all repairs performed on workstations and peripherals
- Loading of software on workstations
- Keeping an updated inventory of computers and technology related items
- Preparing purchase orders for computer parts and supplies to be approved by the Director of Technology
- Installing network hardware and software
- Inspect all computers or devices annually (more often if necessary) and confer with relevant parties regarding needed repairs
- Cooperate with the Director of Technology in establishing guidelines for minor in-school repairs and emergency repairs

- Recommend supplies and equipment for support of technology
- Inform the Director of Technology of possible malicious misuse or damage of computer equipment
- Assist in revision of the District Technology Plan
- Assist in the management of the VMware environment, Windows file servers and user configurations
- Assist in supporting our school's student information system PowerSchool (gradebook, scheduling, registration)
- Support the school's testing environment
- Provide help supporting administrative tasks such as grading and web page support
- Perform all other relevant duties as assigned by the Director of Technology

Knowledge, Skills, and Abilities Required:

- Strong interpersonal and communications skills and the ability to work effectively with a wide range of people in a diverse community.
- Skilled in the use of a computer as productivity tool and possess working knowledge of email, Internet web browsing, Microsoft Productivity Suite and Google Suite.
- Must be customer service oriented, courteous and polite.
- Good verbal, telephone, and written etiquette.
- Working knowledge and understanding of a broad range of desktop based hardware and software and networking concepts.
- Able to follow instructions, work under supervision, and multi-task.
- Ability to effectively work in a team environment.
- Effective and efficient troubleshooting and problem solving skills.
- Must be reliable and possess good organizational skills.

Working Conditions and Physical Requirements

- Ability to lift, move and inspect computer terminals, printers and related equipment.
- Ability to work on a step ladder as needed for ceiling height technology equipment.
- Ability to enter and access information from a computer.
- Capable of sitting for prolonged periods of time at a computer screen.
- Ability to access all areas of the department with data processing or communication equipment.
- Ability to operate general office equipment such as computers, copiers, fax, etc.
- Works in office conditions but may be required to visit other department locations with data processing and related communication equipment.