## Technology Support Specialist

Reports to: Information Management and Technology Coordinator       FLSA Status: Non-Exempt
             and Superintendent

GENERAL DEFINITION OF WORK:

Install, maintain, troubleshoot, and upgrade all computer hardware, software and peripherals.  Deliver and install computers and computer related equipment to district sites.  Maintain computer repair parts inventory. Manage internet and email accounts.  Manage Active Directory user accounts and groups. Install, terminate and maintain all types of network cabling.  Install, configure and maintain all types of servers and network equipment.  Install and maintain Data, Voice, and Video network operations; E-mail, DNS, DHCP, ETC and Content filtering, archiving management.  Maintain and develop Scott County Public Schools presence on the web via district website and cloud environments.   Develop applications/programs in a .net framework environment, design SQL back end database. Service Scott County Public Schools in the area of Technology Services: functions as a department contact, team leader in areas of expertise, problem solver, and support any areas of technology instructed.

ESSENTIAL FUNCTIONS:

- Install computers, printers and network devices;
- Troubleshoot computers, printers, and network problems;
- Installs Software;
- Helps staff with email and computer questions;
- Maintains computer inventory;
- Maintains computer software:  Antivirus, Acrobat Reader, Flash, etc.;
- Initiate warranty repairs of all computer equipment;
- Researches quotes for computer equipment and parts;
- Creates, changes, deletes and disables Active Directory Users, Computers and Groups;
- Creates, changes, deletes and disables Active directory Group Policies;
- Creates, changes, deletes and disables E-Mail accounts;
- Changes passwords for Active Directory Users;
- Changes passwords for E-mail accounts;
- Maintain workstations, laptops, and district owned mobile devices ;
- Manages software licenses;
- Configures TestNav caching servers for VA SOL Testing;
- Develops standard computer configurations;
- Develop and maintain custom applications and programs designed for the district;
- Receives technology shipments;

- Install, terminate, and test CAT5/CAT6 cabling;
- Install WiFi access points, and other hardware associated with wireless systems;
- Installs and maintains IP based surveillance cameras;
- Installs and maintains weather stations;
- Installs and maintains Smartboards;
- Installs ceiling mount projectors;
- Completes work orders as requested by district staff;
- Maintain and troubleshoot Cafeteria software, server, and terminals;
- Maintains county website;
- Maintain mission critical system backups;
- Maintain ITV classrooms;
- Maintain and troubleshoot Governor School and Virtual Virginia software and connection issues;
- Maintain Internet Service;
- Local Area Network design and implementation;
- Wide Area Network design and implementation;
- Surveillance design and implementation;
- Server management;
- Maintain Microsoft SQL database;
- Maintain Oracle database;
- Switch, router, and other network device programming;
- Maintain internet filter;
- Maintain E-mail spam filter;
- Maintain E-mail archive device;
- Maintain library management system;
- Provides advice on anticipated trends in technology;
- Makes recommendation on computer hardware and software selection;
- Monitors technology developments in business and industry to determine relevance to division management operations;
- Represents the division through membership in organizations involved in implementing technology in Virginia Public Schools;
- Plans technology installation;
- Develops priorities for technology acquisitions;
- Prepares specification for hardware and software;
- Solicits pricing information for budget planning/purchasing;
- Monitors equipment and materials for compliance with specifications;
- Point of contact to internet provider technical support;
- Point of contact for division software and hardware technical support;
- Provides hardware and software training to staff when needed;
- Modifies existing batch and on-line applications;
- Creates and maintains general systems flowcharts, including program documentation;

- Assists staff with simple to very complex questions and problems on applications as required;
- Designs and maintains print reports and charts as required;
- Determines, investigates, carries out application problem resolutions until the problem is resolved;
- Performs evaluations of new application software and hardware technologies within a multiplatform, networked environment;
- Provides coordination between various user departments during the implementation of projects to insure both interoperability and common interfaces; provides status reports to supervisor and management;
- Trains Division instructional and administrative staff on data retrieval and maintenance procedures;
- Works with various user staff to develop specifications for new programs and systems as well as changes to existing applications;
- Performs various other activities as required, including various technical tasks;
- Meets departmental and organizational deadlines;
- Participates in department's teamwork concept;
- Complies with and supports school and division regulations and policies;
- Models non-discriminatory practices in all activities;
- Attends in-service training to improve skills and knowledge of technology field;
- Performs related tasks as assigned by Administration in accordance with the school/policies and practices.

KNOWLEDGE, SKILLS AND ABILITIES:

- Install computers, printers and network devices
- Must know computer hardware and software.
- Must have the ability to troubleshoot problems.
- Ability to answer questions by staff in regards to problems.
- Must know Cat5/Cat6 cable installation specifications.
- Must be able to maintain a professional relationship with district personnel and vendors.
- Must have the ability to with with/in a group.
- Must have thorough knowledge of technology.
- Must have knowledge of pc, network, and internet security.
- Must have through knowledge of LAN and WAN design.
- Must have through knowledge of Cisco equipment (operation and programming).
- Must have knowledge of surveillance design and installation.
- Must have knowledge of Windows Server environment (active directory, exchange, etc.).
- Must have ability to maintain essential district intranet services.
- Must have ability to maintain district internet/cloud services (email, web, etc.).
- Must be able to work in a fast paced environment.

- Must be able to communicate with others in both oral and written form.
- Must be able to train district staff on changes as needed.

EDUCATION AND EXPERIENCE:

- Associate Degree in Computer related field
- Certifications (A+, CCNA, MCSE, etc.) preferred but not required.
- Experience in computer repair/networking field preferred.
- Strong technical experience
- Strong troubleshooting experience
- Familiarity with Microsoft Windows desktop and server operating systems
- Familiarity with networking technology wired and wireless

PHYSICAL CONDITIONS AND NATURE OF WORK CONTACTS:

- Lift and carry computer equipment and supplies sometimes 100+ lbs.
- Move, setup, and arrange computer and network equipment
- Must be willing to attend meetings and conferences
- Must have a willingness to learn, and continue education by certifications or degrees and maintain high level of expertise
- Work environment can change from classrooms, hallways, ceilings, boiler rooms, libraries, outside locations, and other locations as needed
- Must be able to climb ladders, pull cable, and crawl in confined spaces
- Must have good moral character and understand technology security standards
- Must be able to travel between schools by automobile

EVAULATION

Performance on this job will be evaluated in accordance with school board policy and administrative regulations on evaluation of personnel.