

ISSAQUAH SCHOOL DISTRICT JOB DESCRIPTION

TITLE: Technology Specialist **DEPARTMENT:** Technology Department

REPORTS TO: Technology Specialist Coordinator

POSITION SUMMARY: In buildings across the district this position provides technical support for hardware and software systems for building staff. No teaching responsibilities are part of the responsibilities of this position.

ESSENTIAL FUNCTIONS:

- Serve as Tier 1 technical support for installations, cloning, configuring basic networking, and troubleshooting district standard desktops and laptops.
- Provide basic Tier 1 technical support and troubleshooting for district standard mobile devices.
- Provide basic Tier 1 technical support and troubleshooting for district standard classroom technology.
- Use district adopted work order system to receive and resolve technical help requests.
- Follow district policy and department procedures about any devices or technology to be connected to the network.
- Implement technology procedures for all district technology resources.
- Complete basic network administration of school server(s) as trained.
- Support implementation of district adopted software and subscriptions.
- Accurately and consistently enter and maintain records in the school's technology inventory database.
- Monitor and maintain an organized documentation for processes at the school, including work orders from staff.
- Participate in district technology specialist meetings and other technology trainings during the work day as required.
- Participate as an advisory member of the school Technology Team
- Provide technical advice to staff on purchase of district standard hardware and district software/subscriptions.
- Provide school staff with Educational Technology Department information as directed.
- Maintain all school work areas in an organized manner.
- Meet the ISD Ed Tech Customer Service Goals by:
 - Listening and speaking with courtesy, patience, and respect to the user referring the issue.
 - Communicating an estimate of the timeline for repair or solution of the issue to the user
 - After completion, communicating with the user to be sure the solution was effective.
- The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; significant fine finger dexterity; and getting on a ladder.
- Possess knowledge of and adhere to Governing Policies and District Regulations and Procedures.
- Participate in special projects as assigned and perform related duties and key responsibilities consistent with the scope and intent of the position.

QUALIFICATIONS:

EDUCATION: High School Diploma or equivalent.

EXPERIENCE: Experience working in an environment providing hardware support for commonly used technology such as in descriptions above. Further, the individual will possess the:

- Ability to work independently, take initiative, organize projects and details, and make decisions efficaciously;
- Ability to communicate technical information effectively in a pleasant, tactful and professional manner;
- Ability to work cooperatively with diverse persons toward common goals; and the
- Willingness to attend training in order to remain current with developments in the field of technology systems and to maintain strong knowledge of computer technology and technology infrastructure.

CERTIFICATES AND LICENSES: None specified

CONTINUING EDUCATION/TRAINING: None Specified

CLEARANCES: Criminal Justice fingerprint/Background Clearance

FLSA STATUS: Non-exempt

BARGAINING UNIT: Unrepresented

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I have reviewed the job description, been allowed to ask questions, and can perform all job required Essential Functions with or without an accommodation(s).

Name (sign)

Name (print)

Date