

TRENTON BOARD OF EDUCATION

JOB DESCRIPTION

TECHNICAL SUPPORT SPECIALIST

QUALIFICATIONS:

1. Associate degree or equivalent Technical Certification from recognized programs.
2. A+ Certification for computer maintenance and repairs or a minimum of 1-2 years work experience.
3. Knowledge of and experience with the maintenance and repair of end-user computer technology.
4. Experience and familiarity with current Windows 2000 and Windows XP operating systems. Experience with Macintosh OS would also be valuable.
5. Self-motivated with the ability to work independently and to learn quickly.
6. Demonstrates well developed customer service attitude and interpersonal skills.
7. Experience working in a large educational setting or work environment preferred.
8. Possess a valid driver's license.
9. Must have flexible work schedule.

PERFORMANCE RESPONSIBILITIES:

1. Tests new computers, printers, drivers and other peripherals when needed.
2. Diagnoses and resolves computer problems.
3. Installs and test hardware including cards and board, memory upgrade chips, etc., when allowed by warranty.
4. Installs and tests operating systems and authorized software.
5. Adjusts system and software configurations as needed.
6. Troubleshoots hardware and software problems.
7. Performs simple hardware repairs for non-warranty items.
8. Performs preventive maintenance on computer systems and related equipment.
9. Replaces printer toner cartridges/ribbons when appropriate.
10. Assists in keeping records of serial numbers, locations and status of equipment.
11. Maintains accurate log of all assigned and completed work.
12. Reports problems and discrepancies to Coordinator of Network Applications/Help Desk.

13. Attends training on the use of new equipment or devices.
14. Updates continually personal technological knowledge or skills.
15. Reports daily to the Coordinator of Technical Support Services.
16. Reviews technical services with school personnel.
17. Follows district and board policies regarding technology.

18. Travels to all district sites to troubleshoot technical problems. (Must provide personal transportation.)
19. Addresses technical issues when needed as assigned by the Director of Instructional Technology, Assistant Superintendent or their designee.
20. Performs all other related duties as assigned by the Director of Instructional Technology or their designee.
21. Provides for a safe and secure workplace.
22. Follows attendance, punctuality and proper dress rules.
23. Participates in workshops and training sessions as required.
24. Prepares all required reports and maintains all appropriate records.
25. Follows all School Board policies, rules and regulations.
26. Exhibits interpersonal skills to work as an effective team member.
27. Performs other duties and related responsibilities as directed by the immediate supervisor.

TERM OF

EMPLOYMENT: Twelve (12) months position

BARGAINING UNIT: Business & Technical

SALARY: In accordance with B&T contract Guide B

STATUS: Hourly___ Salaries X
 Exempt X Non-Exempt___

EVALUATION: Performance of this position will be evaluated in accordance with the Board's policies and procedures on the evaluation of Business & Technical Contract personnel.

BOARD APPROVAL: _____

Board Approved
 October 26, 2015