

Lebanon Community Schools

POSITION DESCRIPTION

TITLE: TECHNOLOGY SUPPORT SPECIALIST

TYPE: Classified

REPORTS TO: Director of Technology

POSITION SUMMARY:

The Technology Support Specialist performs skilled work on personal computers, computer peripherals, and other technical systems.

MINIMUM QUALIFICATIONS:

1. High school diploma or equivalent. Associates in related field preferred.
2. Criminal history clearance.
3. Valid Oregon Driver's License and evidence of insurability.
4. Demonstrated knowledge and skill supporting enterprise technology systems. Education experience preferred.

ESSENTIAL FUNCTIONS:

1. Work with team to select, deploy, and support all hardware platforms.
2. Apply a functional working knowledge of Current Microsoft Windows operating systems and related MS Software.
3. Apply a general knowledge of personal computer hardware and help in setting standards
4. Apply fundamental troubleshooting techniques with respect to software compatibility and basic network connectivity.
5. Install and maintain district-prescribed software.
6. Apply effective training techniques for LCSD employees on basic machine operation and software use.
7. Read and apply the content of appropriate technical manuals.
8. Follow complex instructions from supervisors and teammates.
9. Document steps taken in software and hardware installation.
10. Independently research desktop-related issues and apply results of that research
11. Maintain effective interpersonal relationships with professional colleagues and members of the public.
12. Work harmoniously with others and communicate effectively (both orally and in writing) with students, parents, and/or staff as needed.
13. Be a continuous learner; keep up with systems adopted by the district.
14. Duties involve hand-eye and foot coordination, in carrying, positioning, grasping, and operating a variety of hand and power tools.

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Technology Support Specialist (cont'd)

OTHER REQUIREMENTS:

1. Possible exposure to bodily fluids due to employee illness or injury.
2. May be required to obtain a First Aid and/or CPR Card and serve as a Delegated Caregiver or Designated First Aid Provider.
3. May require flexible hours
4. Maintain confidentiality at all times
5. Efficient performance with minimal supervision
6. Maintain professional dress standards
7. Performs other duties as required by supervisor.

WORKPLACE EXPECTATIONS:

The employee has regular attendance at work and work activities, and is punctual in meeting deadlines, attending meetings, and following schedules.

The employee is dressed and groomed in a neat, clean, and appropriate professional manner for the assignment and work setting.

The employee maintains the integrity of confidential information relating to a student, family, colleague, or district patron. The employee uses or relays personal information only in the course of performing assigned responsibilities and in the best interest of the individuals involved.

The employee follows all district or supervisor policies, rules, regulations, memos, bulletins, announcements, applicable position descriptions, and reasonable requests by proper authority.

TERMS OF EMPLOYMENT:

Current work year of approximately 260 paid days, subject to change.
Salary and benefits based on current District Salary Schedule and negotiated agreement.

EVALUATION:

Performance in this position will be evaluated in accordance with District policy and regulations concerning personnel evaluation.

EMPLOYEE STATEMENT:

“I have reviewed the above position description and understand its contents.”

“I am aware that my position description may be revised or updated at any time and that I remain responsible for knowledge of its contents.”

“I hereby certify that I am able to fulfill the essential functions of the above position.”

Employee Name (Print)

Date

Employee Signature

Date

