



JOB TITLE	DEPARTMENT	REPORTS TO
Technical Support Specialist	Information Technology Services	Networking Manager/ITS and Principal

Position No: 82033	Length of Work Year: 10 Months
Salary Schedule: P13	Date Approved: 4/28/09
FSLA: Exempt	Date Revised: 7/10/15

JOB GOAL
A Customer Service focused IT support position providing technical services such as desktop/server support, server software installation and configuration, troubleshooting, maintenance, technology evaluation, recommendation and enhancements. The job goal of a Technology Support Specialist is to assist and support customers with regard to any technical inquiries.

MINIMUM QUALIFICATIONS
<ol style="list-style-type: none"> 1. Bachelor's Degree in Computer Science or related field; or Associate's Degree in Computer Science or related field and 2 years experience; or high school diploma and equivalent combinations of training and/or experience. 2. Minimum the ideal candidate for the Technical Support Specialist position must have two or more years of hands-on experience required with Windows Server 2008, Active Directory, Office 365 and Intel-based servers. Experience with MS Remote Desktop, Visual Casel and SCCM2012 is a definite asset toward consideration. 3. Relevant certifications in Microsoft, Cisco networks or computer systems preferred. 4. Must possess the technical knowledge and skill necessary to successfully troubleshoot routine hardware and software problems; experience with the use of technology in an educational environment. 5. Must be willing to work flexible hours, including early mornings, evenings, and weekends if necessary. 6. Proven troubleshooting ability. 7. Ability to maintain a diplomatic and professional attitude with students, faculty, and staff. 8. Exceptional verbal and written communication skills are required. In addition, you must have outstanding problem solving, analytical and troubleshooting skills 9. Must have a valid Florida Motor Vehicle Operators license and evidence of good driving record. 10. Ability to perform the functions of the position.

DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. To perform as a member of a technical Rapid Response Team (RRT) as assigned by the Network Manager. 2. Become an expert in all SLCSB application and supporting Technologies. 3. Contribute to projects that improve customer satisfaction and meet team objectives 4. Proactively contact customers that have had infrequent support activity to foster positive customer relations. 5. To respond as directed by the Network Infrastructure Organization (NIO) Help Desk/ITS Manager to address technical issues within various school sites throughout the district. 6. To perform first level troubleshooting of school computer and networking systems. 7. Identify and provide input on unique or recurring customer problems. 8. To install and upgrade school-based software systems. 9. To install and configure new computers, printers and other peripherals.

10. To maintain and administer tape backup systems on school servers.
11. To act as System Coordinator for the schools in the TSS's assigned geographic area by administering school administrative and security software.
12. To assist the administrators of schools within an assigned geographic area with technology-related issues.
13. To perform all assigned duties in a timely and professional manner with a high standard of quality.
14. Escalate problems when unable to make proper determination.
15. To perform other technology-related duties as assigned by the Network Manager.

PHYSICAL DEMAND CLASS:

Medium (M) - Frequent lifting and carrying of objects weighing 25 pounds or less. Infrequent lifting and carrying of objects weighing 26-50 pounds. Continuous walking and/or standing is required to carry out duties.