

## SCHOOL DISTRICT OF ALACHUA COUNTY SPECIALIST -- TECHNICAL SUPPORT, SCHOOL-BASED JOB DESCRIPTION

**FLSA:** Non-Exempt      **BARGAINING UNIT ELIGIBILITY:** Yes  
**PAY GRADE:** 25      **SALARY SCHEDULE:** Education Support Professionals

### QUALIFICATIONS:

- (1) High School Diploma or GED; Two (2) years of college from an approved accredited education institution with course work in computer applications, preferred.
- (2) Minimum of two (2) year successful experience in computer operations, preferred.
- (3) An equivalent combination of training and experience.

### KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of computer operations and applications. Ability to comprehend and follow complex instructions. Ability to do intricate multi-tasking in a fast paced environment. Ability to follow complex commands, procedures, and standards. Ability to communicate effectively both orally and in writing. Ability to establish and maintain effective working relationships with District/school staff, administrators and outside agencies.

### REPORTS TO:

Work-Site Supervisor

### JOB GOAL

To provide safe and effective support for the school computers, peripheral equipment, and associated network.

### SUPERVISES:

N/A

### PERFORMANCE RESPONSIBILITIES:

- \* (1) Setup, configure, troubleshoot and provide support for administrative/instructional desktop and laptop computers, peripheral equipment and software within established standards and district guidelines.
- \* (2) Receive and maintain inventory of administrative/instructional desktop and laptop computers, peripheral equipment and software.
- \* (3) Provide user support and orient teachers and staff on the use of hardware and software.
- \* (4) Attach workstations and other devices to network, test connectivity through the use of software and other tools.
- \* (5) Create and update district trouble tickets appropriately. Work with HelpDesk staff as appropriate to identify and resolve problems received from teachers and staff.
- \* (6) Adhere to applicable safety standards.
- \* (7) Attend all staff meetings and workshops.
- \* (8) Assist with maintaining a clean and orderly environment.
- \* (9) Be knowledgeable of and adhere to Board policies and departmental procedures.

## SPECIALISTS -- TECHNICAL SUPPORT, SCHOOL-BASED (Continued)

- \* (10) Communicate effectively with the public, staff members, students, parents, administrators and other contact persons using tact and good judgment.
- \* (11) Demonstrate initiative in identifying potential problems or opportunities for improvement. Keep supervisor informed of potential problems or unusual events.
- \* (12) Demonstrate initiative in the performance of assigned responsibilities.
- \* (13) Demonstrate support for the school district and its goals and priorities.
- \* (14) Exhibit interpersonal skills to work as an effective team member.
- \* (15) Follow attendance, punctuality and proper dress rules.
- \* (16) Maintain confidentiality regarding school/workplace matters.
- \* (17) Maintain expertise in assigned area.
- \* (18) Manage time efficiently.
- \* (19) Model and maintain high ethical standards.
- \* (20) Participate in cross-training activities as required.
- \* (21) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.
- \* (22) Prepare all required reports and maintain updated and accurate records.
- \* (23) Represent the District in a positive and professional manner.
- \* (24) Respond to inquiries and concerns in a timely manner.
- (25) Perform other duties as assigned.
- \* (26) May be required to work beyond the 40-hour week.

*\*Essential Performance Responsibilities*

### **PHYSICAL REQUIREMENTS:**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects.

### **TERMS OF EMPLOYMENT:**

- Salary and benefits shall be paid consistent with the Board's approved salary schedule.
- Length of the work year and hours of employment shall be those established by the Board.

### **EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

### **Job Description Addendum No. 12**

Adopted 8/2/11