GREGORY-PORTLAND INDEPENDENT SCHOOL DISTRICT
JOB DESCRIPTION

Job Title: Technology Support Specialist	**Exemption Status/Test:** Nonexempt
Reports to: Director of Technology	**Clerical/Technical Pay Grade:** 6 (226 Days)
Dept./School: Technology Department	**Date Revised:** 10/10/2024

Primary Purpose:

The Technology Support Specialist provides essential support to ensure the smooth operation of audio-visual (AV) technology and general IT services throughout the school district. The role will involve managing the technology help desk, offering technical assistance to staff and students, and resolving issues in a timely and efficient manner. The position requires a hands- on individual who is comfortable working with both hardware and software, and capable of troubleshooting a wide range of technology-related challenges.

Qualifications:

Education:
Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field preferred

Skills & Competencies:
Strong troubleshooting and problem-solving skills with both AV and IT systems
Excellent communication skills with the ability to explain technical information to non-technical users
Ability to prioritize and manage multiple tasks efficiently in a fast-paced environment
Knowledge of educational technology tools and systems (Google Workspace, Microsoft Office, learning management systems, etc.)

Experience:
Experience in audio-visual technology and IT support, preferably in an educational setting
Knowledge of help desk software and ticketing systems is a plus

Major Responsibilities and Duties:

Audio-Visual (AV) Technical Support

1. Set up, operate, and maintain AV equipment for classrooms, meetings, presentations, and special events.
2. Troubleshoot and resolve AV issues, including projectors, sound systems, video conferencing tools, and other multimedia devices.
3. Provide training and support for staff and faculty on AV systems and tools.
4. Lead role in AV support for board meetings.

Technology Help Desk Management

5. Oversee the district's technology help desk, ensuring timely and effective responses to service requests.
6. Provide assistance with technical support for hardware, software, and network issues across the district.

7. Track and manage IT support tickets using the district's help desk system, ensuring resolutions are documented and communicated clearly.

8. Train and supervise student or staff technology assistants as necessary.

Technology Inventory/Receiving

9. Receive all technology items that are delivered from vendors and/or warehouse.

10. Maintain the district's technology asset inventory and database by recording, assigning and tracking inventory additions, deletions, retirements, sold items, items sent for repairs, and unaccounted items, on a routine basis.

11. Assign bar codes to technology-related inventory and fixed asset inventory, campus and/or district sites, as applicable.

12. Coordinate the annual physical inventory conducted at designated locations throughout the district. Conduct periodic audits to verify accuracy.

13. Work with district personnel pertaining to inventories including but not limited to accounting for asset depreciation on an annual basis, and accounting for insurance purposes and claims for any losses.

14. Develop and produce standard operating procedures for technology assets.

15. Detect and resolve problems pertaining to accountability of technology-related assets within designated district locations.

16. Coordinates with Purchasing Agent the initiation and completion of designated yearly inventories.

17. Oversee software licenses and materials to ensure effective use and compliance with state regulations.

Other

18. Assist with the deployment and maintenance of district technology, including laptops, desktops, tablets, and peripherals.

19. Provide basic network support, including troubleshooting Wi-Fi connectivity, printers, and related systems.

20. Stay up-to-date with the latest technology trends and provide recommendations to improve technology use and integration within the district.

21. Support the Technology Services department in special projects, technology rollouts, and other tasks as assigned by the Director of Technology.

22. Follow district safety protocols and emergency procedures.

23. Has regular in person attendance and complies with notification procedures for absences.

24. Perform other duties as assigned

Supervisory Responsibilities:

None

Mental Demands/Physical Demands/Environmental Factors:

Working Conditions: Physical demands include frequent movement, such as walking between classrooms, carrying equipment, and setting up AV systems; travel to and from District buildings; tome evening or weekend work shall be required to support events or district- wide technology initiatives

Tools/Equipment Used: Personal computer, printer, calculator, copier, and fax machine

Motion: Repetitive hand motions; prolonged use of computer

Mental Demands: Work with frequent interruptions, maintain emotional control under stress

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.