

Technology Support Specialist I

Classification Summary

Provides basic support for computers, software and other instruction-related technology in schools; provides general assistance to users, and carries out assigned tasks and projects.

The Technology Support Specialist (TSS) series provides school-specific computer support. Classifications in this series differ based upon the complexity of systems and assigned tasks, and the impact of relevant decision-making. Activities are generally focused upon school-specific computer systems, but may also include district-wide responsibilities.

The TSS I works independently to support basic computer and hardware needs, and follows standard procedures to solve problems of limited difficulty and complexity. In comparison, the TSS II works with more complex systems and processes and requires independent analysis and problem solving of medium difficulty and complexity.

Supervisory Relationships

Reports to a school principal or assigned supervisor; works independently on assigned tasks. May receive general directions from a higher level Technology Support Specialist or centralized Computing and Information Services staff.

Examples of Duties

1. Provides general end user support and problem resolution, including basic desktop/laptop operating systems and applications; computer hardware; printer set-up and connections; projectors, PDAs, DVDs, internet use, and mobile labs.
2. Responsible for general maintenance and monitoring of desktop and laptop operating system and applications.
3. Responsible for basic setup and configuration of computers, network printers, and portable computer systems; tracks hardware and software problems and monitors systems for efficiency.
4. Provides training to users in the basic use of computer hardware and software; assists users with problem solving.
5. May compile and write user instructions.
6. May set up and run basic reports, and maintain data files; may be responsible for regular backup of data.
7. Participates on the school technology team.

Required Knowledge, Skills and Abilities

1. General knowledge of industry standard computer hardware and software.
2. Ability to learn about specialized school systems within a reasonable amount of time.
3. Ability to provide and effectively communicate technical instructions to end-users.
4. Ability to work independently and effectively prioritize assigned tasks.

Minimum Qualifications for Class Entry

Two-year Associates Degree in Computer/Technology Sciences or equivalent.

Work Environment

Work is performed in an office environment.