

Technology Support Specialist II

Classification Summary

Provides a variety of comprehensive technology support and centralized management support for computers, software, and other instruction-related technology in schools, including general maintenance and monitoring, problem resolution, and upgrade tasks; assists with implementing enterprise applications; provides assistance and problem resolution to end users.

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 II differs from the TSS I by the complexity of systems and processes, and the requirement to independently analyze and solve problems of medium difficulty and complexity, while the TSS I works with basic computer and hardware needs and follows standard procedures to solve problems of limited difficulty and complexity. The TSS II differs from the TSS III in that the latter independently performs skilled technical work and works with complex systems and processes, requiring the research of complex and non-standardized problems solving approaches.

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, mobile labs, enterprise administrative applications, and specific educational application servers.
2. Responsible for general maintenance and monitoring of desktop and laptop operating system and applications, computer hardware, software inventory, hardware inventory, OS and application patches, and specific educational application servers. Tracks hardware and software problems and monitors systems for efficiency. Participates in resolution of network issues.
3. Responsible for setup/configuration of computers, network printers, hardware and applications, and portable computer systems.
4. Participates in short and long-range planning; makes recommendations to administration regarding technology vision, innovation, and long-range planning.
5. Responsible for project implementation and carrying out assigned project tasks.
6. Coordinates escalated issues; actively participates on school technology team.
7. Provides training on basic-use of computer hardware and software for users; provides problem-solving and suggests effective use of applications and other technologies. May compile and write user instructions.
8. May set up and run basic reports, and maintain data files; may be responsible for regular backup of data.
9. May make purchasing recommendations to school administration for approval and facilitate purchases.
10. Prioritizes daily workload; as required take direction from CIS required to implement district standards within the school. Short-term planning required to implement district standards.
11. Participates on the school technology team.

Required Knowledge, Skills and Abilities

1. Demonstrated knowledge and successful experience installing, configuring and troubleshooting industry standard desktop hardware and software.
2. Ability to effectively communicate technical information to non-technical staff, including ability to train individual staff members on basic software usage.
3. Ability to implement district-standards with limited supervision.

4. Ability to work independently and effectively prioritize assigned tasks and projects.

Minimum Qualifications for Class Entry

Two year Associates Degree in Computer/Technology Science or equivalent.

Two years progressive experience supporting Apple and Windows desktop computers.

One year experience managing basic configurations on a server to facilitate end-user access (setting up accounts, directory rights, etc.)

Work Environment

Work is performed in an office environment.