

Wilmington City Schools: Job Description

Title: **Technical Support Specialist**

Reports To: Director of Technology

Qualifications:

- Associate degree in computer science and/or equivalent combination of training/work experience is required.
- Documented evidence of a clear criminal record.
- Experience in LAN/WAN connectivity and the installation, maintenance, and repair of computers, peripherals, software, and telecommunication equipment.
- Strong interpersonal skills and the ability to train adult learners.
- Commitment to keeping current with technological advances.
- Excellent problem-solving and troubleshooting skills.
- A process improvement mindset
- Valid driver's license

General Description: Provides technical expertise and manual skill in the installation, servicing, and repair of the district's computers, peripherals, and telecommunication equipment. Provides end user support and help desk services.

Behavioral Characteristics: The following characteristics and physical skills are essential for the successful performance of assigned duties.

- Demonstrates professionalism and maintains a positive work attitude.
- Works cooperatively to support a successful team effort.
- Communicates effectively using verbal, nonverbal, and writing skills.
- Interprets and applies technical information.
- Organizes tasks and manages time effectively.
- Lifts, carries, and/or moves work-related supplies and equipment.
- Climbs and works from a ladder or other equipment that requires balancing skills.
- Works in confined spaces that may limit physical movement.
- Performs activities that may require reaching, crouching, and/or kneeling.
- Maintains an acceptable attendance record and is punctual.
- Travels to meetings and work assignments.

Essential Functions: The following duties are representative of performance expectations.

- Installs, services, and provides technical support to maintain the integrity of the district's computers, software, and telecommunications systems.
- Upholds board policies and follows administrative procedures.
- Promotes a favorable image of the school district.
- Troubleshoots software and hardware problems.
- Performs routine maintenance and makes minor hardware repairs.
- Performs network installations and modifications.
- Installs and tests software and hardware. Prepares documentation (e.g., date installed, location, etc.).
- Corrects network malfunctions, printer and connectivity problems, etc.
- Upgrades system software and hardware

- Resolves staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Assists with staff computer training programs when requested.
- Maintains hardware and software inventories.
- Works with staff to address equipment security and the proper use and care of equipment.
- Consults with the director of technology when problems cannot be addressed on-site.
- Take precautions to ensure student safety. Reports unauthorized persons or suspicious circumstances immediately.
- Respects personal privacy. Maintains the confidentiality of privileged information.
- Participates in professional growth opportunities to remain current with advances in technology.
- Accepts responsibility for personal decisions and conduct. Strives to develop rapport and serve as a positive role model for others.

Other Duties and Responsibilities:

- Serves as a role model for students in how to conduct themselves as citizens and as responsible, intelligent human beings.
- Helps instill in students the belief in and practice of ethical principles and democratic values.
- Conducts other duties related to the director's duties as assigned by the Director of Technology.

Additional Working Conditions: Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Potential for exposure to blood borne pathogens and communicable diseases.
- Potential for interaction with disruptive and/or unruly individuals.
- Exposure to adverse weather conditions and seasonal temperature extremes.
- Duties may require exposure to cleaning solvents, air borne particulates, and odors.
- Duties require operating and/or riding in a vehicle.
- Duties may require operating power tools and exposure to electrical hazards.
- Duties may require detailed paperwork.
- Duties may require working under time constraints to meet deadlines.

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

Employee Acknowledgement: This job description in no manner implies that these are the only duties and responsibilities to be performed by employees in this position. Employees will be required to follow the instructions and perform the duties as required by their supervisor or designee.