

## **Job Description**

### **BOARD OF EDUCATION DENVER**

**TITLE:** Technology Support Specialist

#### **QUALIFICATIONS:**

- 1. Two Years of College or Technical School or equivalent background.**
- 2. Technical experience, appropriate to the hardware and software used by the district.**
- 3. Technical knowledge of laptops, desktops, projectors, chromebooks and wired and wireless networks.**
- 4. Hands-on hardware troubleshooting experience.**
- 5. Strong communication and interpersonal skills for interacting with all district staff.**
- 6. Strong research and time management skills.**
- 7. Self starter for problem prevention and troubleshooting.**
- 8. Required criminal history background check and proof of U.S. citizenship or legal resident alien status.**

**REPORTS TO:** Manager of Technology

**JOB GOAL:** To assist Technology Manager and Network Technician Support Specialists with repair and troubleshooting of district devices including but not limited to desktops, laptops, chromebooks, printers and peripherals. Support technology staff in troubleshooting network issues. Proactively provide maintenance to increase expected life of devices throughout the district.

#### **PERFORMANCE RESPONSIBILITIES:**

- 1. Work with end users to identify and deliver required technology support.**
- 2. Review Technology Tickets to determine and fix issues with district devices and peripherals in a timely manner.**

- 3. Install/set-up or relocate equipment as needed.**
- 4. Document technology solutions to share with all technology staff.**
- 5. Assists with all technology aspects of state testing or any other testing in the district.**
- 6. Assist with strategic planning and yearly planning based on support needs and district needs going forward.**
- 7. Works on problems across the district, all schools and Board of Education Office.**
- 8. Performs other related duties as may be assigned.**

**TERMS OF**

**EMPLOYMENT:** Salary and work year to be determined by the board.

**EVALUATION:** Performance of this job will be evaluated annually in accordance with state law and provisions of the board's policy on evaluation of noncertified staff.

**APPROVED:** 23 May 2022