



TECHNICAL SUPPORT SPECIALIST

Reports to: Director of Technology
Salary Schedule: Schedule C
FLSA Status: Hourly

Bargaining Unit: Wenatchee Assoc. of PSE
EEO Class: Level 3
Revised Date: April 2011

SUMMARY:

The Technical Resource Assistant is the first responder for support in the building with technical assistance issues and computer lab operations. Operational Technology will be responsible for Tier I responder training and Instructional Technology will be responsible for Lab configuration training. Support of staff will be communicated with department administration for their training and operational status. Operational Technology provides the technology oversight and guidance of this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintain inventory control of building equipment and supplies.
- Make recommendations for increased savings, reduced costs, and improved services.
- Review local equipment purchases with alignment to district standards.
- Prepares work schedule for all maintenance staff and introduces changes in work orders.
- Follow up of technical work orders.
- Communications with staff of work order status.
- Training of staff in preventive maintenance protocols.
- Review of equipment care statistics.
- Recommend improvements to technical operations, implementation of technology-related projects with instructional and operational focuses, global district technology goals.
- Setup and configure new or reallocated computer hardware, printers and associated peripherals into areas of assigned responsibility at the building level
- Install/reinstall and configure software according to WSD software standards.
- Perform operational checks for existing computers, printers and associated peripherals in accordance with WSD hardware standards.

- Maintain database of assigned computer systems, printers and peripherals serial numbers, assigned TCP/IP numbers, and location for inventory in assigned building/area.
- Assist Instructional Technology with deployment of student computer imaging, student and group accounts, and student assessment testing.
- Ensure assigned buildings and departments are in compliance with software licensing programs.
- Ensures that work methods comply with standard health and safety regulations.
- Make recommendations to the department supervisor for improved service and operation of the responsible technology.
- Maintains assigned records for accuracy.
- Maintain work schedule of assigned areas to ensure prompt and efficient preparation of work assignments to meet the system requirements and needs.
- Support the planning and organization of all technology equipment deployments.
- Coordinate planning functions; review assignments to ensure efficient physical operation of district equipment.
- Responsible for following Operational Technology Policies and Procedures.
- Review and ensure compliance with practices and policies and to keep employees abreast of current changes and standards.
- Provide input and execute short and long-range plans and deployment schedules for assigned activities.
- Assist the department supervisor in planning for technology improvements.
- Maintain ISO procedures for applicable area in operational technology.
- Other duties as assigned.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Teamwork - Exhibits objectivity and openness to others views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

Computer Skills – To perform this job successfully, an individual should have strong knowledge of computer operating systems.

Customer Service – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff, student and public needs; Solicits feedback to improve service; Responds to requests for service and assistance;

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Interpersonal Skills - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Oral and Written Communication - Listens and gets clarification; Responds well to questions; Participates in meetings; Read and comprehend written and verbal instructions. Writes clearly and informatively.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

The environmental factors described here are representative of those that may be present in the work place while the employee performs the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, grasp or feel; reach with hands and arms; push and pull, and talk, hear and smell. The employee is frequently required to stoop, kneel, or crouch. Employee in this position may encounter prolonged sitting and/or standing. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

This position may require working with a diverse group of individuals. This position may require working with students of all ages as well as parents and staff. Employees in this position may encounter stressful situation where a professional

attitude will be required. Multi-tasking is essential as deadlines and frequent interruptions are common.

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent required.
- Minimum AA degree in computer related discipline or two years documented experience.
- Valid Washington State driver's license.
- Knowledge and use of computer operating systems and concepts for Macintosh and Window operating systems.
- Ability to read and understand manuals for software and hardware applicable to district policies and standards.