

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

TECHNOLOGY SUPPORT PROFESSIONAL

SALARY SCHEDULE: SSP-10 – 12 MONTHS

COST CENTER: INFORMATION SERVICES (9020)

QUALIFICATIONS:

Candidates for this Technology position must be able to demonstrate the following to the satisfaction of the Technology Service Manager.

1. Ability to successfully apply best practices and/or current technologies to attain the District's educational and technological objectives.
2. Ability to work in a participative, collaborative manner with School employees, Administration employees and internal and external partners as appropriate in the development, support and implementation of technologies.
3. Ability to execute and deliver technologies quickly and effectively.
4. High School Diploma or equivalent required. Associate's Degree or technical institute degree/certificate in Information Systems or other related field; or a minimum of two years of IT work experience with demonstrated working knowledge of basic to moderately complex hardware and software products and problem solving/troubleshooting skills.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the operation of computers and peripheral equipment related to assignments. Works as a team member. Demonstrated working knowledge of basic to moderately complex hardware and software products. Strong problem solving/troubleshooting skills. Knowledge of departmental policies and School Board objectives related to assignments. Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Manager [Networks and Telecommunications] School Support Services

JOB GOAL

To provide support and implementation of technology initiatives for teachers, principals, staff, and district administration in align with the collaborative objectives established by the Technology and Information Services Department, District Administration and School Administrations.

SUPERVISES:

N/A

School Board Approved April 15, 2008

TECHNOLOGY SUPPORT PROFESSIONAL (continued)**PERFORMANCE RESPONSIBILITIES:**

- * (1) Provides up to one hour a day of non-technical school support at the discretion of the principal.
- * (2) Provide assistance for all operations, service levels and implementation of computers and networking equipment in support of schools and district in area of responsibility.
- * (3) Responsible for level 1 and level 2 software and hardware support.
- * (4) Provides technical advice, guidance and informal training to customers using hardware and software programs.
- * (5) Troubleshoots and restores routing technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures.
- * (6) Performs root cause analysis and develops checklists for typical problems.
- * (7) Recommends procedures and controls for problem prevention.
- * (8) Maintains knowledge database and call tracking database to enhance quality of problem resolutions.
- * (9) Escalates problems to Technical Technicians when necessary.
- * (10) Stays abreast of evolving technologies; suggests future technologies that may have constructive educational impact; researches and evaluates approved new technologies; presents recommendations; participates in standards definition and evolution for technologies and work processes.
- * (11) Assists in the resolution of application, hardware and software problems.
- * (12) Works in a team setting, as a team member, sharing information and assisting others with calls.
- * (13) Maintain an accurate inventory, including warranty information, of the technology equipment at schools with area of responsibility in order to provide up-to-date reports for school or district staff.
- * (14) Inspect and verify all technology purchases as they arrive at schools to include working with delivering vendor, provider with unpack, setup, installation and implementation.
- * (15) Assist in the operation and maintenance of any computer networks at schools to include backups and system maintenance.
- * (16) Assist schools in the preparation of purchase offers for technology equipment
- * (17) Disseminate information relating to technology use to the School Principals and District Administration.
- * (18) Model and maintain high ethical standards.
- * (19) Works collaboratively with School and District Administration, other Technology Support Professionals to develop, implement, and enforce standards, procedures and processes for service and delivery to schools and district locations.
- * (20) Ensures performance standards are up to required service level agreement levels as defined by Technology and Information Services.
- * (21) Ensures all incidents, work orders, and service requests are recorded, tracked, completed, documented, and communicated based on metrics outlined.
- * (22) Ensures all projects are implemented in a timely and professional manner.
- * (23) Increases job knowledge through training opportunities and self study.
- * (24) Works in collaboration with and in a professional relationship with Technology Service Coordinators, Technology Technicians, School Principals and District Administrators.
- * (25) Perform other incidental tasks consistent with the goals and objectives of this position.

TECHNOLOGY SUPPORT PROFESSIONAL (CONTINUED)

PHYSICAL REQUIREMENTS

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

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

Job Description Supplement No. 12

*Essential Performance Responsibilities