

TECHNOLOGY SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

This position provides specialized administrative support services to a high level administrator in the technology area of a school district. The administrative duties include record maintenance, database management, staff development, tracking department budget expenses, and updating the school website. The incumbent will also be responsible for all technology procedures as related to hardware and software inventory and maintenance. The incumbent must be able to work with outside vendors to determine which products and services will best meet the needs of the organization and report on this as necessary. The work is performed under the general supervision of the Director of Technology or equivalent higher level technical administrator. Supervision is not a function of this position.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Acts as a technical resource for a school district on general administrative matters, or for a special project;
2. Manages the district website with information relating to calendar events, fiscal information, student demographic information, and other data;
3. Cooperates with the school district's Public Relation Officer in keeping the public informed of the work, plans, and achievements of the department and the students;
4. Assists with the department budget; prepares narrative justifications for budget purchases relating to office supplies and expendables; tracks budget expenditures and recommends adjustments as necessary; oversee voucher and billing process for the department;
5. Prepares procedures for all technology equipment, software, and supplies to be sure they are properly cared for, repaired and inventoried;
6. Prepares and processes various documents, correspondence, and reports;
7. Performs routine record maintenance and database management;
8. Meets with outside vendors to investigate new hardware and software through local demonstrations and exhibit centers; will make recommendations and keep department staff aware of the potential use of these new materials;
9. Coordinates computer automation function in an office, including the establishment of guidelines, training in the use of software, troubleshooting for recurring problems, and maintaining system security access.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of office practices necessary to obtain a full range of office support services, maintenance and supply services efficiently and cost-effectively;
Knowledge of contract administration to ensure process meets legal requirements;
Knowledge of purchasing practices and the bidding process;
Knowledge of latest trends in educational technology;
Knowledge of software packages for word processing, spreadsheets and database management to produce a variety of reports and documents;

TECHNICAL SUPPORT SPECIALIST (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Knowledge of composition, grammar, spelling, punctuation and required formats necessary to develop correspondence and reports or correct such errors in the correspondence and reports of others;

Ability to schedule meetings, coordinate agendas, take minutes and prepare summary notes for meetings;

Ability to analyze computer hardware and software operations and failures, take corrective action, and act as resource to others;

Ability to gather, compile and evaluate information and records, prepare reports and make recommendations based on analysis of data collected;

Ability to establish effective relationships with school district personnel;

Ability to communicate effectively both orally and in writing;

Ability to instruct and present information in a large group setting;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or NYS registered college or university with a Bachelor's degree in Information Technology, or closely related field and one (1) year of office work experience which primarily involved the management of information and included word processing, database management, and contact with others;
- OR: (B) Graduation from a regionally accredited or NYS registered college or university with a Bachelor's degree and two (2) years of full-time work experience in Information Technology, or closely related field which included one (1) year office work experience as described in (A);
- OR: (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Information Technology, or closely related field, and three (3) years of full-time office work experience as described in (A);
- OR: (D) An equivalent combination of the training and experience as defined by the limits of (A), (B), and (C) above.

ADOPTED: 01/30/2014