

## Middletown, CT Job Description

<b>Classification Title</b>	Technology Support Specialist
<b>Job Code</b>	
<b>Department</b>	Board of Education
<b>Union Group</b>	AFSCME 466
<b>FLSA Status</b>	
<b>Pay Grade</b>	

### PURPOSE OF POSITION

The purpose of this position is to provide end user support for computers and related peripheral devices. Provides basic training on use of technology. monitor and maintain the efficiency educational technology in the classrooms, media center and labs of an assigned school. The work is performed under the direction of the Building Principal and the Director of Technology.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- Assists teachers and administrators at assigned buildings in using both productivity and educational software and tools including MS Office, Outlook email, Kid Pix, Inspiration, AppleWorks, Wiggle works, Reading Counts, Geometer's Sketchpad, ADAM Anatomy, and Internet resources, etc. Responds to requests for support. Provides basic training on use of technology hardware and software.
- Tracks the inventory of assigned school's A/V Media, computer equipment and software licenses using Track-IT program. Reports network issues. Coordinates troubleshooting and issue resolution.
- Serves as building web site technical contact; develops and maintains technical processes and documentation for the creation and uploading of electronic documents to the school's website; teaches and assists staff in uploading approved materials; confers with school's Educational Technology Specialist. Maintains connectivity of computers to the network and Internet.
- Assists in needs assessment, acquisitions, and installations of educational technology. Assists with technical hardware issues relating to student testing.
- Assists in implementing and monitoring student assessment database and reporting systems. Coordinates and assists in the installation of adaptive software or hardware to ensure consistent level of education.

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- ~~Assists in implementing parent communication systems including homework hotline, bus schedules and electronic parent resources.~~ Installs new digital projectors. Replaces projectors and bulbs as needed.
- ~~Monitors and maintains classroom computers and software.~~
- ~~Assists in the maintenance of network infrastructure, including servers, switches and racks; Maximize school networks and Internet uptime during school hours.~~
- ~~Deploys new computer hardware to all schools, district-wide.~~
- ~~Performs classroom technology upgrades, as required, including the wiring, hardware and mounting for LCD projectors.~~
- ~~Plans and coordinates LCD installations and equipment purchases with other departments and outside vendors, as needed.~~
- ~~Decommissions, consolidates and coordinates the removal of obsolete and waste computer equipment with outside vendors, district-wide.~~
- Perform other related duties as assigned.

## MINIMUM JOB QUALIFICATIONS

### Education and Experience

~~Associate's Degree or equivalent post-secondary experience and two years of experience including Windows and Macintosh end-user systems and software; or any combination of education and experience that provides equivalent knowledge, skills and abilities.~~ High School Diploma or equivalent and at least two years of related work experience.

Appropriate education substitutions can be made.

## PREFERRED QUALIFICATIONS

Formal education or training in technology and at least five years of related work experience.

## KNOWLEDGE, SKILLS, and ABILITIES

- ~~Requires the a~~Ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. ~~Requires discretion in determining and~~

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~~referencing such to established criteria to define consequences and develop alternatives.~~

- ~~Requires the a~~Ability to persuade, convince, influence, train and monitor, in favor of a desired outcome. Requires the ability to act as a lead person.
- ~~Requires the a~~Ability to utilize a variety of reference, descriptive and/or advisory data and information such as website information, requests for service, inventories, manuals, updates, procedures, guidelines and non-routine correspondence.
- ~~Requires the ability to communicate orally and in writing with the Building Principal, District Technology Consultant, other department personnel, teachers, and computer users.~~Knowledge of tools and systems
- ~~Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions and algebra.~~
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Handle common inquiries or complaints
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- ~~Ability to P~~erform mathematical computations such as addition, subtraction, multiplication, division. ~~Calculate percent distributions, increase rates, and similar computations.~~
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Meet schedules and deadlines of the work unit

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- Ability to Communicate in English effectively orally and in writing
- Ability to Maintain well-organized materials, files, systems and tools
- Ability to Aapt to changes in work situations and priorities
- Ability to Reason/analyze; use logic to identify and resolve problems
- Ability to Evaluate, organize, and summarize data and information
- Ability to Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- Ability to Satisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

### PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate equipment and machinery such as computers, servers, and periphery equipment requiring monitoring multiple conditions and making multiple, complex and rapid adjustments. Ability to repair complex equipment and machinery.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some climbing, lifting, carrying, pushing and pulling of objects weighing up to 40 pounds.~~
- ~~Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.~~

Exerting up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.

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### WORKING CONDITIONS

*The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- ~~• Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.~~

Incumbents may be subjected to moving mechanical parts, odors, dust, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, and intense noises.

*The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

<b>Date created:</b>	03/17/15
<b>Dates revised</b>	