

JOB DESCRIPTION  
TITLE: TECHNOLOGY SUPPORT SPECIALIST

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/ Experience	Associate's degree with an emphasis in technology applications or related discipline from a college or technical school; or six months to one year related experience and/or training, or equivalent combination of education and experience. Basic computer skills required (e.g., ability to use email).
Language Skills	Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of administrators, parents or employees of the organization.
Mathematical Skills	Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages. Ability to apply concepts of basic algebra.
Certificate/License	N/A
Reasoning Ability	Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform 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 required to sit, talk and hear; stand and walk; use hands to finger, handle, or feel; reach with hands and arms. The employee occasionally lifts and/or moves up to 25 pounds. Specific vision ability required by this job includes close vision, distance vision, and the ability to adjust focus. The employee shall be free of any alcohol or non prescribed controlled substance while on duty. In addition, the employee shall be free of any substance, prescribed or otherwise, that impairs the employee's work performance or the safety of others while on duty.
Work Environment	The work environment characteristics 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. The noise level in the work environment is usually moderate.
REPORTS TO	Director, Instructional Technology/Staff Development/Media Services

#### GENERAL RESPONSIBILITIES

1. Prepares documentation to support instructional technology initiatives and monitors activity.
2. Performs activities required to assure that technology A/V equipment, software, online products, and supplies are purchased, received, and disseminated.
3. Provides frontline support and assistance for technology A/V and online inventory related issues.

#### SPECIFIC RESPONSIBILITIES

Develops and prepares user documentation for such items as the online inventory system and technology A/V equipment for district use.

Oversees the Asset Inventory system, provides training and support, and extracts reports to forecast needs.

Oversees the replacement budget for A/V technology to get equipment replaced and installed.

Provides training and support to non-instructional staff on the use of technology A/V equipment and the online inventory system.

Assists in the monitoring of online staff training, developing procedures for use and extracting participation reports.

Troubleshoots issues that arise related to the operation of technology A/V equipment and the use of the online inventory system to determine best avenues for resolution.

Monitors the use of the district technology labs and related equipment for staff development activities.

Develops and maintains spreadsheets for budget comparisons and analysis.

Maintains department budgets and grants; prepares budget amendments, journal entries, and reconciles accounts.

Prepares purchase orders for department and schools which includes receiving, inventorying, transferring equipment, and coding invoices for payment.

Develops procedures to manage purchases of technology A/V equipment for schools and communicates these processes to schools.

Maintains department inventory as well as keeping track of technology equipment on loan to schools and district departments.

Communicates with vendors to review merchandise and pricing for department and schools as well as identifies and resolves problems with purchase order items and/or deliveries for department and schools.

Provides back up assistance to the Director and Instructional Technology Specialists.

Performs other duties as assigned.