

## **Killeen Independent School District Job Description**

**Job Title:** CTE Technology Support Specialist  
**Reports To:** Chief College, Career & Military Readiness Officer  
**FLSA Status:** Exempt

### **SUMMARY**

Collaborates with Career and Technical Education (CTE) staff, technology services, and property management team members to ensure the optimal, efficient operations of technology resources used for instruction in CTE learning environments (classrooms, labs, etc.). Maintains high availability of all systems and instructional technology resources for CTE students, teachers, and staff. Ensures all CTE hardware, system and network software, and applications are installed correctly and maintained properly. Assists with the maintenance and inventory of all instructional technology systems and equipment within the CTE program.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

Assists the district in evaluating the implementation of technology within the Career and Technical Education (CTE) program as well as ensure all technology-related activities are compatible with the CTE program and district goals, plans and objectives.

Provides hands-on technical assistance and troubleshooting to CTE students, faculty and staff on all technology resources including, but not limited to: hardware, software, and audio visual equipment.

Maintains current knowledge of national/state educational technology standards (NETS, TEKS, etc.).

Assists CTE teachers and staff in the implementation and effective utilization of all classroom technology resources including hardware, software, input devices, and peripheral equipment.

Attends professional development sessions and training for Technology Support Specialists and CTE Program staff.

Oversees the support and maintenance of equipment and resources and troubleshoots, repairs, and/or replaces all forms of technology resources in CTE classrooms, labs, offices, libraries, etc.

Provides receipts for transfer of property from one hand receipt holder to another. Coordinates with CTE and district personnel regarding CTE inventory accountability.

Coordinates administrative details and conducts annual property inventories to ensure all CTE assets are properly accounted for.

Coordinates the record of CTE property disposal transactions and documents the appropriate action to reduce inventory in accordance with local, state, and federal guidelines.

Maintains an accurate record of CTE property issued or received from CTE faculty and staff.

Provides hands-on support to CTE lifecycle deployments to include planning and inventory, imaging, deployment, installation and implementation ensuring maintenance of district inventory requirements.

Troubleshoots connectivity issues, identifies resources that are not available for connectivity and coordinates with technology services support staff for corrective action, and provides guidance and support to CTE faculty and staff on areas of available connectivity, etc.

Assists program leadership and staff in the development of new and/or revised program technology plans, resource recommendations, software acquisition and installation as well as staff training on resources.

Attends scheduled meetings and works closely with the technology services and property management teams in the overall support of the CTE program.

Consults with users, to determine hardware, software, or system functional specifications.

Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **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.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree, and three years of technology-related work experience or three years teaching/training experience, or combination of the two required. Familiarity with Schoology or other similar learning management systems and K-12 experience, preferred. Familiarity with multiple OS and applications preferred.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general technical periodicals, professional journals, technical procedures, or governmental laws and regulations. Ability to write reports, business and educational correspondence, and procedure manuals. Ability to communicate effectively (verbal and written). Ability to effectively present information and respond to questions from administrators, faculty, and students.

### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to detect, analyze, and resolve computer related problems, and maintain emotional control under stress.

### **OTHER SKILLS and ABILITIES**

Ability to utilize and install a variety of computer hardware and software. Also, must be familiar with networking. Must have a working knowledge of Windows and Mac OS, Microsoft Office productivity suite for Windows and Mac OS, other productivity solutions, and web applications.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is frequently required to stand, kneel, squat, bend, stoop, push, pull, twist, and prolonged use of computers. The employee must lift and carry (up to 44 pounds) and occasionally lift or carry (45 pounds and over). Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires considerable close up work with computer video displays.

**WORK ENVIRONMENT**

While performing the duties of this job, the employee is frequently required to travel district wide and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

**Revised Date:** April 8, 2019

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.