

Killeen Independent School District Job Description

Job Title: Campus Technology Support Specialist
Reports To: Director of Campus Technologist Technology Support
FLSA Status: Pay Grade AM 3

SUMMARY

Collaborates with campus staff, technology services, and property management team members to ensure the optimal, efficient operations of campus technology resources used for administration and instruction in learning environments (classrooms, labs, etc.). Maintains high availability of all systems and instructional technology resources for students, teachers, and staff. Provides training on applications and digital resources. Ensures all hardware, system and network software, and applications are installed correctly and maintained properly. Assists with the maintenance of classroom technology systems, lifecycle deployments, and change management processes. Assists with the maintenance and inventory of all technology systems and equipment for the campus.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Assists the campus and district in evaluating the implementation of technology within the campus and/or district as well as ensure all technology-related activities on a campus are compatible with the campus and district goals, plans and objectives.

Supports classroom projects that integrate technology into the four core curriculum subjects: ELAR, Math, Science and Social Studies.

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

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

Provides professional development to campus staff on the use of resources, services, and applications to include hardware, software, input devices, and peripheral equipment.

Provide 1st level support to staff with programs such as Eduphoria/Lexmark, eSchoolPlus, Teacher Access Center, Home Access Center, Enrollment Online, TEAMS, Time Clock, Employee Service Center, Destiny, CLI Engage, Microsoft Outlook, One Drive, Schoology, Online textbook and subject area resource systems, SSRS, TEKS resource system.

Collaborates closely with technology services support staff to assist in systems maintenance, upgrading, and planning on district computing resources, patch management, desktop operating systems, desktop management, software upgrades and resource management and accountability.

Assists with and maintains compliance with software licensing requirements and district inventory processes.

Coordinates administrative details and conducts annual property inventory of technology to ensure all technology assets are properly accounted for.

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

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

Maintains an accurate record of campus property issues or received from campus faculty and staff.

Maintains the campus website within the district web program.

Assists with the district lifecycle deployments to include campus planning and inventory, provisioning, deployment, installation and implementation.

Complies with repair and ticket tracking through district automated ticketing system per direction of Technology Services.

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 the campus on areas of available connectivity, etc.

Assists campus leadership and staff, on behalf of Technology Services, in the development of new and/or revised campus improvement plans, resource recommendations, software acquisition and installation as well as staff training on resources.

Attends scheduled meetings and trainings while working closely with the Technology Services and Property Management teams in the overall support of the campus.

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. There may be alternatives to the below qualifications as the Board of Trustees may find appropriate.

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 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, and twist. The employee is frequently required to walk, climb stairs/ladders, grasp, squeeze, extend/flex wrist, reach overhead, and drive. The employee must frequently lift and carry (15-44 pounds) and occasional heavy lifting (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.

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.

Date: June 20, 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.