12 Month District Technologist
Device Support Specialist
a.k.a. District Device Technologist

**Job Purpose:**

Candidates for the Device Support Specialist position should have extensive experience in technical and help-desk support in the areas of hardware, software applications, and operating systems (OSX, Chrome OS, and Windows) in a school setting. This role is to be responsible for providing day-to-day professional support with regards to all facets of technology use within the District, including but not limited to: server/desktop/mobile device maintenance, Tier 1 network infrastructure support as it relates to devices, software licensing and deployment, troubleshooting, training of Building Technologists, and general staff support.

They must be customer-service oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing systems and resources. They must also have skills in facilitating technical training and mobilizing the technologist staff for deployments, repairs, and other operations.

*A bachelor's degree in a computer-related field preferred. Three to five years of experience installing and supporting Apple desktop and laptop hardware and software are required.*

**Qualifications:**
- Experience with deploying and utilizing device management systems
- Knowledge and ability to setup and utilize servers
- Previous experience in providing technical support to end users in a Mac environment
- A+ certification or comparable experience
- Must be able to provide own transportation
- Associate's degree or higher in Information Technology or Computer Science or a technology-related field preferred

**Essential Roles and Responsibilities (Job Functions):**
- Tier 2 contact for all issues relating to IT services for the District
- Provide technical assistance to staff, including the use of computer hardware, software, printing, installation, applications, operating systems and other related issues
- Answer questions and resolve computer problems for staff in person, via telephone or from a remote location
- Perform routine hardware and software installation, configuration, testing and maintenance

- Inventory and track technology devices in the District
- Coordinate and deliver technical support for all District 64 online assessments and testing (NWEA and PARCC) in collaboration with Building Technologists and Systems Database Manager.
- Develop and deliver related training materials and documentation for the District's computer systems
- Coordinate and monitor the help desk system, repair procedures and policies, and maintain positive relationships with vendors
- Provide training and support to Building Technologists
- Communicates regularly with Technology Network Manager, Technology Staff and Director of Innovative Learning and Technology to keep all levels informed of day-to-day progress and status on performance
- Maintains a broad knowledge of technology, equipment, and/or systems; participates in technical training as appropriate and approved by the Director of Innovate Learning and Technology
- Perform other duties and functions as assigned by the Technology Network Manager or the Director of Innovation and Instructional Technology

**Required Skills:**
- Up-to-date knowledge and understanding of basic network infrastructure, computer hardware and software
- Excellent communication skills with ability to explain complex problems to audience of varying technical backgrounds
- Experience supporting Apple-based, open source-based, and Google Apps-based environments.
- Experience in supporting a Windows-based or Linux-based server environment, including Active Directory and LDAP
- Possess excellent analytical and problem-solving skills
- Organizational skills and the ability to prioritize workload to the greatest benefit of the District
- Strong written, verbal communication, and listening skills with the ability to clearly communicate with technology staff, general staff, and administration, all with varying technical backgrounds
- Ability to learn new technologies quickly
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**Physical Demands:**
- Employee must occasionally lift and/or move up to 50 pounds while performing essential functions and duties of this position
- While performing the duties of this job, the employee is frequently required to sit, walk, hear and/or use hands to finger, handle or touch controls of computer equipment

**Work Environment:**
- The work environment is that of a business office, school classrooms, and other school facilities

- The noise level of the work environment is moderate to noisy

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

**Other:**
- Reports directly to Director of Innovation and Instructional Technology
- Exempt position, salary determined by the Board of Education