

Kansas School for the Deaf

TO ENSURE THAT EACH STUDENT WE SERVE REACHES THEIR FULL POTENTIAL IN AN ACCESSIBLE, LANGUAGE-RICH SETTING, EMPOWERING THEM TO ACHIEVE PERSONAL SUCCESS AND BECOME RESPONSIBLE, PRODUCTIVE CITIZENS.



**** JOB OPENING ANNOUNCEMENT ****

POSITION TITLE: Technology Support Technician

SALARY: Starting at \$20.00 an hour Excellent benefits.

EMPLOYMENT DATE: Open Until Filled.

SCHEDULE: Monday - Friday, 7:30 am - 4:00 pm; this position may require attendance at special events outside of regular working hours.

JOB DESCRIPTION: (Detailed Position Description provided upon request)

The Technology Support Technician plays a vital role in supporting the agency mission by providing front-line technical assistance and support to end-users the Kansas School for the Deaf, with secondary support to the Kansas State School for the Blind, as applicable. This position focuses on maintaining and supporting information systems to ensure optimal performance and user satisfaction. The Technology Support Technician is responsible for addressing a wide range of technical inquiries, resolving hardware and software issues, and promoting best practices in the use of technology resources. This role is crucial for maintaining productivity and minimizing disruptions in daily operations. The role is funded proportionate to the in-person duties required by each agency (99%/1%).

- Provide direct support to end-users by troubleshooting and resolving hardware and software issues, addressing a broad range of inquiries and support requests to ensure minimal disruption to their workflow. This includes responding to end-user requests for support, managing user accounts, and providing guidance on software applications.
- Monitor the performance and availability of information systems to ensure optimal operation and user access.
- Carry out procedures according to policies related to information system usage, ensuring compliance with organizational standards and security protocols.
- Implement and maintain basic security measures for user devices and applications, ensuring compliance with established protocols.
- Document all support activities in the service desk management system to maintain accurate records of user interactions and ensure continuity of service.
- Engage in ongoing professional development opportunities, including training sessions, certifications, and industry conferences to enhance technical skills and knowledge.
- Actively share acquired knowledge with team members through cross-training sessions and collaborative learning initiatives, fostering a culture of continuous improvement and collective expertise.
- Other duties as assigned.



MINIMUM REQUIREMENTS:

- Proficiency in troubleshooting hardware and software issues across various platforms (e.g., Windows, macOS, Linux), familiarity with common software applications and tools.
- Demonstrated ability to provide excellent customer service.
- Ability to accurately identify technical components.
- Ability to manipulate objects with a high degree of precision.
- Strong analytical and problem-solving abilities, with a proactive approach to resolving technical issues.
- Strong written and verbal communication skills, with an ability to explain technical issues to non-technical stakeholders.
- Ability to touch-type at a speed of no less than 30 words per minute.
- Establish and maintain effective and harmonious working relationships.
- Represent the agency professionally and appropriately at all times.

PREFERRED REQUIREMENTS:

- 6 months of progressive work-related experience in information technology roles, preferably in government or public sector environments. *Strongly preferred.*
- Associate's degree or higher in a field demonstrating strong analytical reasoning and technical skills.
- Certifications in relevant topics, such as technology, project management, or information security.
- Basic knowledge of ASL.

SPECIAL REQUIREMENTS: All offers of employment from Kansas School for the Deaf (KSD) are contingent upon background check results and any applicable workplace references. Background checks are completed via the KS Bureau of Investigation, Backgrounds Plus consents, Kansas Department of Children and Family Services, and Dru Sjodin National Sexual Offender Registry. KSD may contact previous employers for workplace references. **Within 30 days of employment, a tuberculosis test (and any applicable treatment), as well as a health certificate must be completed by a medical provider at the cost of the employee.**

Within 3 years of employment, the employee must be at the minimum proficiency level in ASL and must maintain that proficiency level during their length of employment to ensure effective and appropriate communication, at the Kansas School for the Deaf.

APPLICATION: Open Until Filled. For consideration, please email Human Resources to request an application. Copies of all applicable licenses, certifications, and transcripts will be required, as applicable.

CONTACT: Human Resource Office
Voice: 913-210-8114
Videophone: 913-324-5850
E-Mail: hr@kssdb.org

TOBACCO-FREE CAMPUS
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