

Echols County Schools

Technology Support Specialist

Job Summary

The Technology Support Specialist supports the daily operation and maintenance of the school district's technology systems and infrastructure. This position provides technical assistance to staff and students, maintains accurate technology inventory records, supports instructional and administrative applications, assists in ensuring the reliable and secure operation of the district's local area network (LAN). The specialist collaborates with the Technology Director to promote effective integration of technology in teaching and learning.

Performance Responsibilities

Technical Support & Troubleshooting

- Provide technical assistance for hardware, software, and network-related issues.
- Troubleshoot and resolve device and application problems in a timely manner.
- Install and configure required software applications on district devices.
- Submit and manage support tickets with hardware and software vendors as needed.
- Provide support for online testing and other district technology initiatives as assigned.

Technology Inventory & Asset Management

- Assist with the annual district technology inventory and reporting requirements.
- Maintain accurate records of technology assets, including entering new inventory and updating existing records.
- Generate inventory and equipment reports as requested.
- Assist with equipment check-in and check-out procedures throughout the year.

Systems & Network Support

- Assist with installation and startup of new technology systems and equipment.
- Support maintenance of the district's local area network and related systems.
- Maintain assigned software databases and assist with account management functions as directed.
- Perform routine maintenance, updates, and equipment cleaning as needed.

Instructional & Staff Support

- Provide support and basic training to staff on instructional software and technology systems.
- Assist with classroom technology setup and lab scheduling as assigned.
- Collaborate with district staff to ensure effective and appropriate use of technology resources.

Operational & Seasonal Support

- Assist with securing and relocating equipment during summer cleaning and maintenance.

- Participate in summer technology projects, device imaging, and equipment deployment.
- Perform additional duties as assigned by the Technology Director or district administrators.

Qualifications

- Some college required.
- Possesses personal characteristics and professional competencies to work successfully with teachers, administrators, and the public.
- Proven competencies in computer technology and the ability to communicate that knowledge to others effectively.
- Familiarity with technology as it pertains to school and system applications.
- Able to work independently without supervision.
- Able to lift 30 pounds. Packages of more than 30 pounds with assistance.

Terms of Employment:

Length of work year and hours of employment shall be established by the system.

Evaluation:

This position will be evaluated annually by the Technology Director using the locally adopted evaluation instrument.

EMPLOYEE STATEMENT:

“I have reviewed the above position and understand its contents.”

“I am aware that my position description may be revised or updated at any time and once notified of changes, I remain responsible for knowledge of its contents.”

“I hereby certify that I possess the physical and mental ability to fulfill the essential functions of the above position with or without reasonable accommodation(s). If I require accommodation(s) in order to fulfill any or all of these functions, I agree to provide information to the District regarding the requested accommodation(s).”

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____