

# COOK COUNTY BOARD OF EDUCATION

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## **School Technology Support Specialist**

### **Position Summary**

Provides technical and instructional technology support for students, teachers, and staff. Maintains technology systems, troubleshoots hardware and software issues, supports digital learning initiatives, manages technology assets, and assists with training and cybersecurity efforts.

### **Key Responsibilities**

- Provide technical support for computers, tablets, Chromebooks, printers, interactive displays, and other educational technology.
- Diagnose and resolve hardware, software, network, and connectivity issues.
- Perform device repairs and coordinate warranty claims, vendor services, parts orders, and equipment replacements.
- Install, configure, update, and maintain operating systems, applications, user accounts, and access permissions.
- Support teachers in integrating technology into instruction and using learning management systems and digital resources.
- Conduct technology training and provide ongoing support for faculty and staff.
- Maintain technology inventory, software licenses, warranties, asset tracking, and equipment lifecycle records.
- Monitor and support school technology infrastructure, including wireless networks and classroom technology.
- Promote cybersecurity awareness, enforce technology policies, and protect confidential student and staff data.
- Collaborate with administrators, district technology staff, and vendors on technology planning and support initiatives.

### **Qualifications**

- Associate or Bachelor's degree in Information Technology, Computer Science, Educational Technology, or related field preferred
- Two or more years of technical support experience is preferred.
- Experience supporting Windows, macOS, ChromeOS, and mobile devices preferred
- Strong troubleshooting, communication, organizational, and customer service skills.

### **Preferred Certifications**

- CompTIA A+
- CompTIA Network+
- Google Certified Educator
- Microsoft Certified Fundamentals
- Apple Certified Support Professional (ACSP)

### **Physical Requirements**

- Ability to lift up to 50 pounds and move technology equipment.
- Ability to work throughout school facilities and use computer equipment for extended periods.

### **Work Environment**

School and office setting with occasional evening or weekend work for deployments, training, or special events.