

TECHNOLOGY AND INFORMATION SYSTEMS (TIS) SUPPORT SPECIALIST IDEFINITION

Under supervision of the Director of Technology and Information Systems, to implement and support computer technology across the school site curriculum, implementing computer center hardware, software and training at multiple on school sites.

ESSENTIAL FUNCTIONS

Provide formal basic software training classes for staff. Provide training focused on specific projects at the site.

Work with staff to develop coaching teams and other approaches to technical support.

Install new software (both on the network and at local workstations). Seek out and preview new educational software. Provide technical assessment of software compatibility with the site LAN and the District WAN.

Coordinate the purchase of new software with the TIS department to help minimize costs and ensure district-wide standards.

Setup new and donated workstations, both stand-alone and networked, according to TIS standards.

Maintain site records of hardware, warranties, and repairs. Provide point of contact for TIS and/or ERS service. Evaluate and inventory or reject donated computers and other hardware.

Work with teachers on translating classroom ideas by determining what software and/or hardware may be required to implement a classroom project. Research successful projects and trends in educational technology and share new ideas with site administrators and teaching staff.

Under the direction of TIS, maintain site LAN and associated peripherals.

Maintain email addresses for site personnel. Provide training on updating the school web site.

Maintain consistency with all sites through coordinated efforts with the TIS department and other technology coordinators.

Assist with the development, implementation, and maintenance of the site and District technology plans including hardware and software standards.

QUALIFICATIONS:Knowledge of:

Principles, capabilities, and operation of microcomputers and related equipment; various hardware platforms; operating systems (minimum requirements: Windows 3.1x, Microsoft Windows NT, and Windows 95), applications and application suites; principles and a general understanding of local and wide area networks.

Ability to:

Communicate effectively (orally and written) with individuals and groups, including elementary and secondary students; effectively supervise students; give oral presentations; organize and work independently; teach computer skills to others; work cooperatively with others and gain their respect and confidence; analyze and identify software and hardware problems; effectively use manuals to solve problems; communicate effectively with software/hardware vendors to identify and resolve problems; physical ability sufficient enough to lift computer equipment (computers, monitors, printers).

Experience:

Minimum of two years experience in technology and/or computer training. This experience must demonstrate both advanced computer skills and customer relations skills with the ability to provide user support and technical assistance.

License

Possession of a valid California driver's license and insurance. This position requires the use of the employee's personal vehicle.

Approved: June 18, 1998; Revised 9/16/99