SHEFFIELD CITY SCHOOLS
JOB DESCRIPTION – Junior Technical Support Specialist

POSITION TITLE: Junior Technical Support Specialist

QUALIFICATIONS: (1) Prefer college degree in CIS or communications area.
(2) Minimum of three years installing and supporting computers and associated peripherals, local and/wide area networks. Experience to include all types of MS-DOS, Windows, Novell/Windows NT servers operation and repair.
(3) Norton Ghost or similar configuration utilities experience preferred.
(4) Knowledge of applications including Microsoft Word, Power Point, Norton Ghost, Excel, FrontPage, Access, Internet Explorer, Ethernet topology, 10baseT, upt CAT 5 cabling, Novell/Microsoft Network Operating Systems, iNOW, and Chalkable.
(5) Demonstrated ability to work with people as part of a team.
(6) Good technical reading, writing, and oral communications skills.
(7) Must possess a valid driver's license.
(8) Alternatives or additions to the above qualifications as deemed appropriate by the superintendent.

REPORTS TO: Senior Technical Support Specialist or Deputy Superintendent

JOB GOAL: To provide both hardware and software support at the school and department/levels throughout the school district.

PERFORMANCE RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:

1. Must be able to plan and implement the overall up-keep, repair and inventory of all types of technology and parts within the system.
2. Must be able to repair all types of computers and networks.
3. Must be able to utilize test equipment in job responsibility area. Good electromechanical skills also essential.
4. Must be self-directed.
5. Must be knowledgeable in telecommunications cabling and networking systems including local area network cable design.
6. Provide training for various personnel within the district on specific software packages adopted by this system.
7. Provide hardware support for the schools and administrative offices both on site and through a depot maintenance system.
8. Provide on site software support at the local school and department levels.
9. Provide overall coordination of specific program implementations.
10. Install and maintain specific hardware/software purchased by the school system.
11. Install and support networks at various locations throughout the school system.
12. Provide information to the Deputy Superintendent on various hardware and software needs within the system.
13. Performs other tasks and assumes such other responsibilities as the Deputy Superintendent may assign.

All other duties/responsibilities as delegated/directed by the Superintendent.

TERM OF EMPLOYMENT: Twelve months. Salary according to the Board approved salary schedule.

EVALUATION: Performance of the job will be evaluated in accordance with the Board policy on evaluations of non-certified personnel.