

Brownstown Central Community School Corporation

Technology Support Specialist

Job Description

Supervisor: Director of Technology

General:

Provide assistance to the Technology Director and to help the technology department provide staff and students with the tools needed to meet their educational goals. Perform tasks essential to the successful operation and maintenance of corporation computer equipment. This will require monitoring equipment, maintaining hardware and software, and assisting with the training of personnel in the use of new technology. This person must have a working knowledge of Windows operating systems and computer hardware.

Specific Duties:

1. Monitor the helpdesk system for tickets and respond in a timely manner. Provide proper documentation when the ticket is updated or resolved.
2. Troubleshooting problems thoroughly before collaborating with the department when the issue is unknown.
3. Install hardware and software according to district guidelines.
4. Perform routine maintenance and cleaning on hardware and peripheral equipment.
5. Assist Technology Director with the supervision of all systems and hardware installations.
6. Assist in transferring programs and data as the equipment is upgraded.
7. Assist staff and students in the use of technology to enable them to become more efficient computer users.
8. Maintain computer part inventory and replacement warranty repairs.
9. Maintain each of the school's computer networks in media centers, offices, classrooms and computer labs.
10. Maintain an organized system of clearly communicated documentation for processes related to the position.
11. Maintain a high standard of ethics, abiding by all district policies, and respecting confidential information encountered in the course of the position.
12. Perform any other computer/technology activities/duties as assigned by the Director of Technology.

This person must be responsible, energetic, reliable and self-motivating.

Application Deadline: December 9th, 2019

Applications can be found at <https://btownccs.k12.in.us/community/employment-info>

Please submit completed application and resume to:

Will Hubbard
Director of Technology
Brownstown Central Community School Corporation
whubbard@btownccs.k12.in.us