

# Brownstown Central Community School Corporation

## Technology Support Specialist

### Job Description

**Supervisor:** Director of Technology

**General:**

Assist the Director of Technology and help the technology department provide students and staff with the tools to meet their educational goals. Perform tasks essential to successfully operating and maintaining technology equipment and hardware inside the building. This will require monitoring equipment, troubleshooting and maintaining hardware and software, and assisting with training personnel using 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. Troubleshoot, diagnose, and document problems while demonstrating strong communication and customer service skills.
2. Troubleshooting problems thoroughly before collaborating with the department when the issue is unknown.
3. Install hardware and software according to district guidelines to end-user workstations.
4. Configure and deploy new technology to staff and students.
5. Assist with maintaining an accurate and current inventory of computer technology equipment.
6. Perform routine maintenance and cleaning on hardware and peripheral equipment inside the buildings.
7. Assess, troubleshoot, and repair damaged Chromebooks in our 1:1 environment and work with vendors on any warranty repairs.
8. Maintain an organized system of clearly communicated documentation for processes related to the position.
9. Maintain a high standard of ethics, abiding by all district policies and respecting confidential information encountered during the position.
10. Assist staff and students in using technology to make computer users more efficient.
11. Maintain and troubleshoot each school's networks, security devices, and end-user workstations.
12. Perform other computer/technology activities/duties as the Director of Technology assigns.

This person must be responsible, energetic, reliable, and self-motivating. This person must be able to manage job responsibilities and work independently (and responsibly) on multiple projects as required. Excellent time management and organizational skills are required.

This type of work may involve walking or standing for extended periods. Performing service in this position will occasionally exert 10 to 50 pounds of force to lift, carry, push, pull, or move objects.

**Application Deadline: March 31st, 2023**

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

Please submit the completed application and resume to:

Will Hubbard  
Director of Technology  
Brownstown Central Community School Corporation  
[whubbard@btownccs.k12.in.us](mailto:whubbard@btownccs.k12.in.us)