



# Park Hill School District

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## Position Description

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**POSITION TITLE:** Technology Support Specialist II

**F.L.S.A.** Exempt

### **QUALIFICATIONS:**

- Minimum 3 years of demonstrated experience troubleshooting complex issues in an enterprise environment is required
- Extensive experience with all Windows desktop operating systems and software
- Extensive Experience with Active Directory
- Strong proficiency in network fundamentals and understanding of network troubleshooting
- Familiarity with ITIL preferred
- Excellent verbal and written communication skills (must be able to fluently communicate in English)
- Certification in current Microsoft Windows version
- Ability to lift up to 40 lbs. up to a height of 4 feet
- Current driver's license and access to a personal vehicle for travel in district (mileage reimbursement provided)

**REPORTS TO:** Manager - Technology Support Services

**TERMS OF EMPLOYMENT:** Twelve month with benefits provided according to Support Staff Agreement.

### **PERFORMANCE RESPONSIBILITIES:**

1. Resolve complex computer support issues.
2. Identify root causes and implement root cause solutions.
3. Maintain clear understanding of the following configurations for troubleshooting:
  - a District printer setup
  - b Networking including WIFI, IP, DHCP and DNS
  - c Key group policies.
4. Provide technical guidance and support to the Computer Support and Help Desk Technicians.
5. Communicate with CSTs and staff regarding outages.
6. Facilitate and supervise ticket escalation.
7. Provide remote support as needed to the Computer Support team.
8. Resolve escalated work orders in a timely manner and update Help Desk tickets with status.

## Technology Support Specialist II (continued)

9. Act as liaison between Computer Support team and Data Systems and Network teams.
10. Research and assess new and trending incidents and provide possible solutions to minimize impact.
11. Work with Application Specialists regarding improvements in the end user desktop experience.
12. Provide documentation and knowledge base information to the Computer Support and Help Desk teams.
13. Remain current on computer support processes and policies.
14. Conduct research for special projects, unique issues or future support needs.
15. Maintain hardware available for checkout at District Office.
16. Manage District cell phones.
17. Maintain the District Mobile Device Management solution.
18. Travel in district when required to provide services and deliver or pick up technology equipment.
19. Lead or participate in technology projects.

### **OTHER JOB RESPONSIBILITIES:**

1. Attend meetings and training as required.
2. Other duties as assigned.