



Pickens County Board of Education Job Descriptions

TECHNOLOGY SUPPORT SPECIALIST

TITLE/POSITION

RETIREMENT: Teacher Retirement System of Georgia

TERMS OF EMPLOYMENT: 12 Month

REPORTS TO: Director of Technology

QUALIFICATIONS: Associate Degree or higher from an accredited college or university preferred. Certification a plus. Successful experience in personal computer operation and troubleshooting. Basic understanding of system components and network concepts.

EVALUATION: Performance of this job will be evaluated annually in accordance with provisions of the Board's Policy on evaluation.

RESPONSIBILITIES:

- Assist in resolving technology-based problems among schools, centers and departments.
- Provide technical assistance to K-12 teachers and support personnel on hardware and software to ensure its effective utilization.
- Perform and promote all activities in compliance with equal employment and nondiscrimination policies of the Pickens County School System.
- Utilize on-line problem tracking/reporting system.
- Assist in the setup and installation of new technology for both existing and new locations.
- Answer technical questions regarding computers and status of jobs.
- Review computer operation documentation prior to going into designated schools and recommend any changes to the supervisor.
- Maintain an accurate inventory of all technology assets within assigned facilities in accordance with departmental and district policies and procedures.
- Interact effectively with administrators, teachers, staff members, students, parents and the general public using tact and good judgment.
- Follow work scheduling and attendance requirements in a regular, predictable and punctual manner.
- Implement procedures for virus scanning and removal.
- Participate in training programs to increase skills and proficiency related to the assignment.

- Review current developments, literature, and technical sources of information related to job responsibilities.
- Ensure adherence to good safety procedures.
- Follow federal and state laws, as well as School Board policies.
- Perform other duties as assigned.