



Job Title: Technical Support Specialist

Description:

The Technical Support Specialist's role is to ensure proper computer operations so that end users can accomplish organizational tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests. The Technical Support Specialist will maintain school related databases and comply with all Student Data Privacy guidelines.

PERFORMANCE RESPONSIBILITIES:

- Field incoming help requests from end users in a courteous manner.
- Serve as an advisor to school staff for general technical issues.
- Troubleshoot and repair PCs, Interactive smart boards, and iPads.
- Management of accounts and databases for select instructional applications.
- Install and customize computers with site-based software/update software as needed.
- Coordinate computer hardware repairs and maintain updated records for the schools.
- Maintain technology inventory records for the schools.
- Serve as technical liaison with Technology Committee.
- Provide awareness of available technology for students, teachers, and the community.
- Prepare and support Active Directory
- Work with Education Committee to implement and maintain digital academic resources.
- Perform other technology related duties as assigned.

QUALIFICATIONS:

- Strong ability to complete tasks with little supervision.
- Creative problem-solving and trouble shooting
- Have broad knowledge of computer equipment and software programs
- Able to courteously instruct end users about software
- Must be proficient with Microsoft Office suites
- Detail oriented
- Ability to work cooperatively with varied personalities
- Strong work ethic and professionalism
- Understand that the purpose of technological instruction is to facilitate student/teacher engagement.
- Demonstrate ability to work with teachers, students, administrators, and support staff in a facilitating, cooperative capacity.
- Work with other members of Billings Catholic Schools to facilitate the integration of technology within the classroom and work site.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the troubleshooting and operations of computer hardware and common and education software applications such as Microsoft Office; thorough knowledge of methods and techniques used to maintain and repair computer equipment; ability to carry-out maintenance plans and repair schedules for technical resources; knowledge of ticket tracking applications; ability to communicate effectively orally and in writing, understand and execute oral and written instructions; ability to work with minimal supervision and organize workload; must have

excellent interpersonal and customer service skills, be able to listen, understand and analyze problems.

EDUCATION AND EXPERIENCE:

Bachelor's or Associate Degree preferred in related technical field. Experience providing technical support on a variety of hardware, software, and operating systems. Industry relevant certifications preferred (i.e. Network +). A comparable amount of training and experience may be substituted for minimal qualifications.

PHYSICAL REQUIREMENTS:

Some standing, walking, moving, climbing, lifting (up to 50lbs.), carrying, bending, kneeling, crawling, reaching, handling, pushing, and pulling. Reasonable accommodations may be made to enable individuals with disabilities to perform essential tasks.

SPECIAL REQUIREMENTS:

Possession of a valid driver's license, travel between buildings will be required.

REPORTS TO:

Director of Information Technology and Billings Catholic School President

