



National Blue Ribbon School
since 2012

AV & Classroom Technology Support Specialist

The Technology Support Specialist provides support and training to end-users of classroom technology. The technology specialist provides support of hardware (desktop/laptop computers, Chromebooks, projection equipment, LCD displays, video conferencing, printers, and telephones), desktop applications like MS Office, operating systems, and networking in the classroom. This position requires a broad understanding of technology relevant to the classroom. The employee should be able to effectively provide support to staff and students with all relevant technology.

Reports to: The Directory of Technology

Full Time or Part Time: Full-Time, 12-month

Hours per week: 40

Responsibilities:

1. Provides basic instruction and assistance for faculty, students and professional staff in the use of classroom hardware.
2. Provides daily support services for approximately 30 classrooms and serves as the initial point of contact for reporting and resolving problems in these classrooms.
3. Provides front-line technical support services, including the set-up, operation and troubleshooting of desktops/laptops, Chromebooks, Promethean boards, monitors, docking stations, AV equipment, security cameras, telephones, etc.
4. Executes digital device and AV service requests for classroom and in school event support.
5. Provides operational support and maintenance of digital equipment, which includes but is not limited to digital projectors computers, document cameras, microphones, projection screens
6. Escalates support issues within technology services to ensure timely solutions. Ex: Contact vendor, external consultant, contractors and/or Director of Technology.
7. Documents service requests and problem reports for department.
8. Maintains equipment inventory for assigned classroom zone including records of maintenance and repair.

9. Tests and maintains hardware and AV equipment.
10. Performs scheduled preventative maintenance, cleaning and repair of hardware and AV equipment.
11. Performs component level replacement as needed in conjunction with the Director of Technology.
12. Maintains appropriate inventory of supplies and equipment.
13. May perform other duties as assigned by the Director of Technology and Administration.

Required Qualifications:

- High School Diploma
- Experience installing and troubleshooting a variety of multimedia equipment including, but not limited to: Projectors, LCD TVs and cameras.
- Ability to set his/her own priorities and meet project deadlines.
- Ability to work as a team and provide customer support.
- Proven ability to learn technical and database skills as needed.
- Desktop support experience, including imaging computers, troubleshooting software installations, and MS Office support.

Preferred Qualifications:

- Experience in a school setting.
- Min of 2 years' work experience.
- Experience troubleshooting TCP/IP networking issues.
- Experience with Student information systems (Facts SIS)
- Experience with Office 365 and Google Workspace
- Prior experience in end-user training and documentation preparation.