

## **Job Description for Information Technology Specialist Hardeman County School District**

**JOB DESCRIPTION:** Acting under the supervision of the Coordinator of Information Technology, this position will provide technical hardware and software support for the Hardeman County School District. The Information Technology Specialist is expected to work in a team environment to troubleshoot and maintain computer systems in the school district, install hardware and software equipment and upgrades, maintain inventory records, provide training on the use of software packages as needed; perform other related duties as required by management. The Technology Specialist needs the ability to work with minimal supervision, have the ability to respond quickly to any situation, communicate efficiently with all parties, and to work affably with staff, students, and other administrators in resolving all hardware/software issues. Only on rare occasions will it be expected to work after hours.

### **JOB QUALIFICATIONS:**

Minimum qualifications include High School diploma or equivalent and at least 2 years in technology field experience. Past experience should include extensive hardware/software repair, and the use of technology, as this position requires a high level of knowledge in the use and application of personal computing. Preference will be given to individuals with an Associate's Degree and to the individual having experience with PC-compatible computers, particularly in: networking; hardware maintenance, Microsoft Office; multimedia applications; Internet and email, and maintenance of Cisco wireless/switches. Industry experience in computer technology is a plus, but not required. Must be able to pass background check and maintain a valid driver's license. Must be able to lift/carry minimum of 25 lbs., and as much as 50 lbs. on occasion. Must be able to climb a ladder.

### **JOB DUTIES:**

- Maintain inventory records
- Troubleshoot and repair of workstations whether software or hardware related
- Installation of new equipment
- Troubleshoot and repair projectors, printers, and mobile devices
- Image and setup computers/laptops/Chromebooks/iPads
- Communicate efficiently with supervisor, and Librarian/Principal over software/hardware repairs
- Work with hardware/software vendors on technology solutions, support and maintenance
- Work with Technology Assistants at each school (currently the Librarian)
- Software installation/implementation/upgrades/support
- Network support for local area networks at each of the ten schools and all administrative locations
- Support specialized software such as BMC Track It software, and others
- Support computer labs including vocational, middle and high school labs
- Assist school staff on the use of technology in their classroom and/or job
- Maintain educational background with current technology trends
- Other duties as assigned

### **SALARY RANGE:**

Dependent upon qualifications and experience level.