ANTELOPE ELEMENTARY SCHOOL DISTRICT
JOB DESCRIPTION
TECHNOLOGY SUPPORT SPECIALIST

POSITION: **TECHNOLOGY SUPPORT SPECIALIST**

TERMS OF EMPLOYMENT: **Range 10, 12 month/year (215 Days)**

REPORTS TO: **Superintendent/CBO**

DEFINITION:
Under general direction of the Superintendent or CBO, provides support services and training for users of District computer information systems; performs a range of secretarial, receptionist, clerical, and keyboarding/typing duties at the journey level; transcribes and edits user instruction manuals, semi-technical documentation for systems/programs, and systems development resource materials; organizes and maintains office with large volume of activities; and performs other essential job related work as required.

EXAMPLES OF DUTIES:
• Supports District technology infrastructure, including but not limited to, servers, wireless access points, printers, and other devices.
• Assesses and/or repairs District technology devices.
• Creates/updates/converts District forms as needed into Portable Document Format (PDF).
• Serves on district computer technology and/or related committees as needed.
• Assists with voicemail system management, documentation and training.
• Assists with creating initial user/email accounts.
• Performs mandated data submissions to state agencies for grants and other programs.
• Provides backup support and data management for Student Information System as needed.
• Provides technology related telephone support and information to students, staff and others; contacts a variety of persons to obtain or provide necessary information.
• Completes incident reports on user problems, referring major problems to management for handling.
• Trains users in the use of District Technology, using manuals and procedures provided by vendors and the Technology Services Department.
• Assists with creation, maintenance and circulation of user procedure documentation and resource materials related to systems development.
• Edits and transcribes user manuals of instruction and semi-technical documentation, organizing such materials into reports, manuals, or other formats according to set standards for order, clarity, style, and terminology.
• Complies with applicable state, local, and federal rules, regulations, and laws, as well as District policies and procedures.
• Establishes and maintains effective working relationships with end users, faculty, administrators, coworkers, and the general public.
• Demonstrates and models safe, prudent, and healthful work behaviors and practices; identifies and works toward elimination of unsafe or unhealthy work area conditions.

- Composes and keyboards/types correspondence e.g., letters, memorandums, reports, meeting agendas, summaries, forms, email, time sheets, work orders, requisitions, contracts, handbooks, brochures, handouts, travel requests, check-in sheets, grant applications and instructions, from notes, electronic and manual databases, or other resources.
- Responsible for processing school impact fees.
- Performs other essential job-related work as required.
- Creates, monitors, and updates content on the District web page and social media.

QUALIFICATIONS
Knowledge of:
- Principles and practices of general office management
- Techniques of data entry and retrieval
- Interactive information systems
- Office record keeping in a computer-based information systems environment
- Functions necessary to obtain desired results for responsible users of online computer terminals and microcomputer equipment
- Current trends in educational technology
- Wide variety of current computer applications software

Ability to:
- Read and comprehend and apply related semi-technical information to the documentation of manuals of instruction, computer software catalogs, and related reference material, using computer-based files established for these purposes
- Plan, schedule, and coordinate a variety of activities related to departmental, District, and user meetings
- Record data accurately; communicate effectively with District and other systems users
- Complete assigned tasks in an efficient and effective manner while under pressure from schedules and constant interruptions
- Establish and maintain effective working relationships through communication, problem solving and conflict resolution
- Keyboard/type at acceptable rate to satisfactorily perform job

PHYSICAL DEMANDS
The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.
- Persons performing service in this position classification will exert 10 to 20 pounds of force frequently to lift, carry, push, pull, or otherwise move objects
- This type of work involves sitting for extended periods of time, but will occasionally require climbing, balancing, stooping, walking and kneeling
- Perceiving the nature of sound, near and far vision, depth perception, and a clear speaking ability
- Constant use of fingers and hands

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ENVIRONMENT
The work environment indicated below are examples of the environmental conditions this position classification must expect in carrying out the essential job functions.
- Work is performed primarily in an air conditioned office/computer room
- Constant exposure to moderate to loud noise and vibrations
- Constant exposure to electromagnetic fields

Possible exposure to electric shock Reasonable accommodation will be made to enable a person with a disability to perform the essential functions of the job.

EXPERIENCE AND EDUCATION
Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the required knowledge and skills would be:

Experience:
Three years of experience, with a background including any equivalent combination of responsible office record keeping experience in a computer-based information systems environment; experience in writing semi-technical procedures and training staff in their use, together with functions necessary to obtain desired results for responsible users of on-line computer terminals and microcomputer equipment.

And/Or

Education:
Certificate, AA Degree, or at least forty-eight (48) college units. in computers/software, office skills and procedures or related technology field of study.

LICENSE REQUIREMENT
Possession of a valid California Motor Vehicle Operator's License

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Created: _6·23-2022_   Revised: _____

APPROVED

Print Name: _Tammy Alanio_ Title: _CBO_

Signature: _J.Alanio_   Date: _6·23·2022_

Board Approved June 23, 2022