

DELRAN TOWNSHIP SCHOOL DISTRICT

District Technology Hardware and Software Support Specialist

Reports to: Coordinator of Technology

Qualifications College-level coursework in computer hardware components and installation, operations, and repair preferred;

Industry certifications (for example, Microsoft Certified Systems Engineer, MAC OS, Cisco) or evidence of working towards preferred;

Knowledge of Windows Operating Systems up to the latest versions, updates, or releases as well as other software applications required;

Strong organizational and time management skills;

Ability to communicate with and work well with people;

Criminal history background check and proof of U.S. citizenship or legal resident alien status required.

Job Goals: To perform a wide variety of diagnostic inspections and repairs on stand alone and networked computer hardware and software used in the administrative and educational process, to troubleshoot common hardware and software problems used in the administrative and educational process, and to provide a wide variety of one-on-one and small group instruction and support for staff members.

Performance Responsibilities:

Troubleshoot hardware and software problems with stand alone and networked computers in the district and/or an assigned school or building;

Develop and implement a system for hardware repair and preventive maintenance in the district and/or an assigned school or building;

Install and test computer workstations and/or labs and instruct staff, as necessary and on a one on one or small group basis, in the basic operations and uses of the computer(s);

Install software applications and associated programs and files on a stand alone computer or in a lab situation as may be necessary due to administrative and curricular/programmatic needs and emphasis;

Receive and respond to calls and inquiries regarding questions and problems with the use of computers and other pieces of hardware as well as software applications;

Conduct research on hardware and software products and/or processes using a variety of sources including, but not limited to, the Internet;

Maintain an up-to-date inventory of warranties, licenses, and hardware and software in the district and/or an assigned school or building;

Work with the District Administration to develop and implement a hardware and software acquisition, re-deployment, and replacement plan;

Perform other tasks as assigned by the Coordinator and/or Director of Student Services as required by law or within the scope of employment.

Physical Abilities:

This position will require light to medium walking, standing, stooping, carrying and lifting of materials (up **to** approximately 40 pounds). The position requires the visual acuity to read numbers, letters, and images as well as depth perception, hand and finger dexterity to use a keyboard and hand-eye coordination. This position requires a speaking and listening ability sufficient to hear over the telephone and carry on routine conversations.

Evaluation Performance of the job related responsibilities will be evaluated annually and agreed upon by the District Technology Hardware and Software Support Specialist and the Coordinator of Technology and in accordance with Board of Education policies on evaluation.

APPROVED BY THE BOARD OF EDUCATION: APPROVED MAY 13, 2015