

# EDUCATIONAL SERVICE CENTER OF CENTRAL OHIO

## JOB DESCRIPTION

### TECHNOLOGY SPECIALIST

#### Minimum Qualifications:

- Associate Degree or equivalent work experience with both hardware and software programs
- Working knowledge and usage of Microsoft Office Suite programs
- Ability to trouble shot technology issues
- Strong communications and inter-personal relationship skills
- Documentation of a clear criminal record in compliance with state statute.
- Complies with drug-free workplace rules and Board policies

*Note:* This assignment may require a valid driver's license and access/availability of a reliable vehicle. Employees must meet all prerequisite and ongoing qualifications to be covered by the service center's insurance carrier.

**FLSA Classification:** Non-Exempt

**Reports To:** Technology Coordinator

#### Job Objectives:

- Provide desktop support services for an office of approximately 250 end users in a central office and in satellite locations.
- Provide installation and monitoring support (e.g. sets up new computers, handles movement of computers within office).
- Track asset inventory of computers and peripherals.
- Troubleshoot and resolve user software, hardware, and network problems.
- Maintain and deliver monthly reports by pulling data from designated sources.

#### Responsibilities and Essential Functions:

"The following duties are representative of performance expectations; however, the list below is not ranked in order of importance."

- Manages and maintains user accounts.
- Tracks support tickets submitted to the Help Desk in an automated ticketing system.
- Upholds Board policies and follow administrative guidelines and procedures.
- Promotes a favorable image of the service center.
- Promote the proper use and care of school property.
- Respects personal privacy. Maintain the confidentiality of privileged information.

- Participates in staff meetings and other meetings as assigned.
- Accepts personal responsibility for decisions and conduct.
- Strives to develop rapport and serve as a positive role model for others.
- Performs other specific job-related duties as directed by the Superintendent or his/her designee

“Job performance is evaluated according to the policy provisions adopted by the Governing Board of the Educational Service Center of Central Ohio.”

**Conduct:**

Each staff member shall remain free of any alcohol or non-prescribed controlled substance and abuse of any prescribed controlled substance in the workplace throughout his/her employment in the Agency.

**Terms of Employment:**

Each staff member shall serve as a role model for students in how to conduct themselves as citizens and as responsible, intelligent human beings. Each staff member has a legal responsibility to help instill in students the belief in and practice of ethical principles and democratic values.

January 2020