

Smethport Area School District  
Smethport, Pennsylvania

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**TITLE:            TECHNOLOGY SYSTEMS SPECIALIST**

**QUALIFICATIONS:**

1. Bachelor's degree or equivalent with a concentration in a field related to computer information systems or instructional technology is preferred. May show other combined, valid education and experience through an approved two-year associate degree or post-secondary education.
2. Should be familiar with: Microsoft, Chrome, IOS, and Android operating systems. Must be able to support and troubleshoot desktop and web-based applications such as Microsoft Office and G Suite for Education.
3. Must have the ability to operate, maintain, and repair a variety of technological equipment, including: computers (laptop and desktops), mobile devices (tablets and Chromebooks), interactive whiteboards, data projectors, scanners, printers, video conferencing hardware, etc.
4. Have the ability to communicate effectively with others and function within the framework of the school environment (class periods, bell schedules, etc.). Complete scheduled maintenance and emergency services outside of normal operating hours as needed.
5. Must be able to perform physical tasks including but not limited to lifting and carrying equipment, working on ladders to install and service hardware, working under desks and other tight areas, and installing cabling as required.

**REPORTS TO:** District Technology Coordinator and Assistant Technology Coordinator

**JOB GOAL:** Assist the district technology staff and other certified school personnel with duties and tasks related to the technology program to ensure equipment is working properly for both academic and administrative functions.

**Performance Responsibilities:**

1. Monitor and address helpdesk tickets in a timely fashion with proper documentation.
2. Assist in the analysis, troubleshooting, and repair of technology hardware and software.
3. Responsible for setting up new computers, installing peripherals, and other devices.
4. Maintain and document up-to-date images of computer and device configurations.
5. Install new cabling and accessory hardware as needed.
6. Troubleshoot wired and wireless networking hardware (cabling, VLANs, etc.).
7. Assist in the analysis of new hardware and software systems for the district.
8. Document and maintain records of device inventory and repairs.
9. Assist with consultation and setups for in-service and other presentations and programs within the district.

## **JOB DESCRIPTION – TECHNOLOGY SYSTEMS SPECIALIST**

**Page 2**

### **Performance Responsibilities cont.**

10. Assist with ordering computer supplies and replacement parts.
11. Consult with and assist staff in the use of online systems, online surveys, parent access to gradebook and cafeteria systems, G Suite for Education, etc.
12. Participates, as directed, in the development of an on-going staff technology training program to include both in-house and contracted programs of development and awareness for a variety of areas.
13. Serve as a technical contact to administrators, teachers, and support staff assisting them to utilize technology in the performance of their job.
14. Other duties as required or assigned.

### **TERMS OF EMPLOYMENT:**

Twelve (12) month position (260 days), salary and benefits established by the School board under an approved Board Resolution regarding Compensation of Technology Systems Specialist.

Revised: 02/11/21  
Revised: 07/12/17  
Revised: 07/26/11  
Revised: 07/15/10  
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