

**GUILFORD COUNTY SCHOOLS JOB DESCRIPTIONS**  
**JOB TITLE: TECHNICAL SUPPORT SPECIALIST II**  
**TECHNOLOGY SERVICES DEPARTMENT**

**GENERAL STATEMENT OF JOB**

Reporting to the Supervisor of Field Technicians, this position ensures high levels of IT customer service and ensuring delivery of service-oriented technical support to GCS faculty, staff, and students for a variety of hardware, software, operating systems, and network needs. Serving as part of Technology Services - Field Technician Support team, this individual will have ownership and accountability for all operations and effectiveness over their assigned sites.

The successful candidate will be responsible for implementing a wide range of IT support solutions customized for the classroom, school building, or district program areas and services within the framework of our educational environment. This position will collaborate with leadership and decision makers to identify, recommend, implement, and support cost-effective technology solutions for incorporation within the district's educational landscape.

The ideal candidate will have extensive IT support experience and a working knowledge of device configuration, account provisioning, applications support, and deployment at large scale within an educational environment. In addition, the candidate should have strong problem solving and communication skills necessary to deliver on challenging project goals.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Operates a work-order tracking and inventory system (Service Help Desk) to receive and clear daily work requests.

Receives installation needs and requests for computer hardware, software and networking at school and central office sites, determines appropriate procedure for response, installs requested technology or refers to supervisor.

Ensures execution and delivery of IT project portfolio and initiatives.

Strong working knowledge of core technologies (including but not limited to): AD, O365, Azure, Exchange, WAN/LAN/Wi-Fi, VOIP, Core Networking, Cloud Services, MDM technologies, Windows and Apple OS/iOS.

Troubleshoots hardware, software and networking problems, determines cause of error or stoppage, applies corrective techniques in cases where problems can be corrected, may

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arrange for repair of faulty equipment or may refer complex problems to higher level technical support.

Answers telephone, provides immediate technical assistance if possible, refers calls to appropriate persons or creates a work order request for additional on-site support.

Performs daily network administration tasks such as creating user ids, maintaining groups, enabling printer sharing, managing security and backups.

Maintains documentation regarding computer configurations, operating procedures and addressing.

Makes recommendations to supervisor regarding upgrades and replacement of technology related equipment.

Reviews and evaluates software applications.

Provides on-site assistance to users with utilization of available hardware and software.

May offer training for school-based and central office personnel in the use of technology. Copies software, outlines installation instructions and distributes to appropriate personnel.

Maintains software license agreements and inventory of equipment and components as required.

Lifts, carries and moves computer equipment as required.

### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as assigned.

### **MINIMUM TRAINING AND EXPERIENCE**

Associate's degree in computer related field supplemented by specialized coursework in the area of technology, and 1 to 2 years of experience developing technical expertise; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Working knowledge of physical IT infrastructures (e.g. Servers, SANs, Networking, etc.) that include: server platform experience; wired / wireless network configuration and support experience; and VOIP/Telephony services experience. Additionally, preferred candidate will have experience within an enterprise-scale cloud and/or hybrid infrastructures; OS, iOS and MacOS related technical support or training to end-users; as well as MDM products and peripheral technologies (JAMF and InTune preferred).

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### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of equipment and tools including computer software, computer hardware, cables, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Medium Work.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of correspondence, technical manuals, newsletters, trade journals, etc. Requires the ability to prepare reports, forms, training materials, documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and geometry.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability coordinate hands and eyes rapidly and accurately in using computer equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

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**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of computer hardware and common software applications.

Considerable knowledge of DOS and common computer operating systems.

Working knowledge of cabling infrastructure and electronic components required for networking.

General knowledge of software copying rights of the school system.

Some knowledge of the current literature, trends and developments in the field of technology.

Ability to install and setup software packages that meet the needs of users.

Ability to systematically determine the source of computer problems and take appropriate action.

Ability to perform initial installations or upgrades of computer hardware.

Ability to perform basics of network administration such as creating users, maintaining groups, administering security and performing backups.

Ability to troubleshoot problems with network hardware and software.

Ability to evaluate requests for changes and/or updates to the network.

Ability to evaluate software applications and to make recommendations for improvement.

Ability to train users on the use of equipment and various programs.

Ability to maintain complete and accurate records.

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Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.