

SCOTCH PLAINS-FANWOOD BOARD OF EDUCATION  
JOB DESCRIPTION  
**TECHNICAL SUPPORT SPECIALIST LEVEL I AND LEVEL 2**

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**Date of Adoption:** December 22, 2011

**JOB TITLE:** Technical Support Specialist Level I and Level 2

**REPORTS TO:** Assistant Superintendent

**NATURE AND SCOPE OF JOB:**

A Technology Support Specialist provides support services that ensure the functionality of software, hardware, and peripherals. The Technology support specialist participates in the maintenance of servers and software used for all district functions. The Specialist's main responsibility is to give direct support to end users through addressing requests for support through the district's ticketing system. Additionally, the Specialist provides direct support to on-going projects such as imaging, inventory, and repairs.

**QUALIFICATIONS:**

1. Collegiate or professional training in the Information Technology, Instructional Technology, and/or related fields.
2. Demonstrated proficiency and trouble shooting skills with personal computers, operating systems, and application software.
  - a. **Level 1** Specialists have limited experience in school district environments
  - b. **Level 2** Specialists have extensive experience with instructional technology, demonstrated knowledge of school district environments.
3. Demonstrate the ability to establish efficient time and cost priorities.
4. Communicate clearly and positively with district employees, students, technology team members, and vendors.
5. Provide proof of U. S. citizenship or legal resident alien status by completing Federal Form I-9 in compliance with the Immigration Reform and Control Act of 1986.
6. Provide evidence that a criminal record history check has been conducted and clearance has been given by the Department of Education, or, during the initial six-month period provide a sworn statement that the individual has not been convicted of a crime or a disorderly persons offense in accordance with 18A:6-7.1.
7. Provide evidence that health is adequate to fulfill the job functions and responsibilities with reasonable accommodation pursuant to 42 U.S.C. 12101 and in accordance with N.J.A.C. 6:3-4A.4.
8. Other qualifications the Superintendent may find appropriate.

**EMPLOYMENT TERMS:**

Salary and work year to be determined by the Board of Education.

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**JOB RESPONSIBILITIES:**

1. Installs and maintains network hardware, computers and peripherals.
2. Participates in troubleshooting and problem resolution for network maintenance.
3. Troubleshoots hardware problems and documents recommended solutions.
4. Supports the ordering process and maintaining an up-to-date inventory by following departmental procedures.
5. Supports the district's property management to dispose of out-of-date hardware.
6. Respond to assigned requests for direct assistance with instructional and administrative technology needs.
7. Other duties as assigned.

**EVALUATION:**

The Assistant Superintendent shall evaluate the Technology Support Specialist in accordance with Board Policy, this Job Description, and such other criteria as shall be established by the Board of Education.