Anoka Hennepin Independent School District #11
Position Standard

Technology Support Specialist II

Provide client support and assist technology staff in determining solutions to problems with end user computing devices and printers in order to deliver the best possible user experience.

Essential Functions:
- Provide district-wide support of technology software and hardware while maintaining a high level of customer service.
- Install, configure, test, and support district software/hardware according to district standards.
- Provide answers to clients by identifying problems, researching answers, and guiding clients through corrective steps.
- Provide online, remote, and in-person technology support and training to building technology paraeducators and technology teachers relating to device management, deployment of enterprise solutions, hardware, and software applications.
- Maintain and support mobile and desktop operating systems.
- Support clients and provide assistance with the deployment of images, collections, configurations, and packages.
- Collaborate with level III Technology Support Specialists to learn and support configurations needed for deployment of software to district-wide devices.
- Repair of equipment on laptop, desktop, and mobile devices as needed.
- Collaborate in project-based work with level III Technology Support Specialists.
- Collaborate on desktop and mobile device support/management/device deployment.
- Thoroughly research, diagnose, troubleshoot, and test solutions to technical problems using available resources.
- Deploy enterprise images, collections, and configurations under the directions of the Client Support Services Supervisor; assist and work as a team in providing all aspects of technology support.
- Identify and escalate priority issues.
- Process work requests; from receipt to completion using communication, prioritization, technical, trouble shooting, and documentation skills. Develop documentation and self-help materials to support district-wide technology.
- Perform other tasks and assume other responsibilities as assigned by the Client Support Services Supervisor.

Minimum Qualifications:
- High School Diploma or equivalent.
- 1-3+ years experience working in a school with direct support of technology – both hardware and software. Equivalent experience/training considered. Experience in K-12 Education preferred.
- Technical training and/or demonstrated knowledge of hardware, software, and operating systems including Mac OS X, Windows, Chrome, and iOS.
- Excellent customer service skills.

- Ability to work in a team environment.
- Excellent communication skills including writing, speaking, and listening.
- Demonstrated troubleshooting and problem solving skills.
- Ability to work with diverse groups.
- Ability to maintain regular attendance, which includes completing an assigned day.
- Must be able to lift equipment weighing up to 40 pounds.
- Ability to perform position responsibilities including physical factors, work devices and materials handling, data functions, and people functions.
- Must be physically working in the building/on site.

Physical Factors includes:

<u>Constant</u>: walking, pushing, stooping, squatting, repetitive arm, simple grasp, hearing, visual accommodation;

<u>Frequent</u>: lifting waist to chest, lifting below waist, pulling, kneeling, twisting, reaching, tasting/smelling, near vision, midrange vision, depth perception, field of vision;

<u>Occasional</u>: standing, sitting, reclining, lifting above shoulders, carrying, climbing, balancing, crouching, repetitive foot, firm grasp, fingering, feeling, talking, far vision.