



SOMERS PUBLIC SCHOOLS

Job Description Technology Support Specialist - Network Services

TITLE: Technology Support Specialist - Network Services

SUMMARY: The Technology Support Specialist - Network Services is a non-certified position that serves the entire district. This role assists in supporting all technology used within the district. This includes, but is not limited to, MacBooks, iMacs, iPads, ChromeBooks, Windows PCs, printers, and various software (especially Google Apps.). This position will also engage in regular network troubleshooting activities, resolve network connectivity issues and report network operational status by gathering and prioritizing information. Other responsibilities of this position are to install, configure, troubleshoot, and maintain the District computer hardware, software, and networks. Periodic afterschool events that fall outside of the normal workday will need to be supported by this role.

The Director of Technology and Information Systems may also assign other duties.

This position requires an individual who is reliable, punctual, self-reliant, and motivated to learn different technologies while contributing to create a positive working environment.

QUALIFICATIONS:

The Technology Support Specialist - Network Services candidate must have:

- Experience with Fortinet, DHCP, VLAN, LAN, and Aruba
- Effective oral and written communication skills
- Ability to maintain, upgrade, and repair Apple equipment
- Ability to troubleshoot and repair printers
- Experience with working independently
- Experience with networking and server management
- Must be able to lift and carry 40 lbs.
- Ability to maintain discretion and strict confidentiality
- Experience providing direct customer service to end users

REPORTS TO: Director of Technology and Information Systems

SUPERVISES: None

Vision: The Somers Public Schools strives to be an exceptional and innovative educational community.

Mission: Prepare each student to contribute and succeed in an ever-changing global society.

HOURS: Full-time for twelve months

WAGES & BENEFITS: \$60,000 - \$70,000

Revised 12/2023

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