

## **Newport News Public Schools Job Description**

**Job Title:** Technical Support Specialist  
**Position Code:** 6N10, FN10  
**Job Classification:** Non-Exempt

**Supervisor:** Technical Support Lead  
**Pay Grade:** 31  
**Contract Length:** 220/245 Days

### **Job Summary**

Under the direction of the Technical Support Lead, this position is responsible for the maintenance and repair of the computer hardware, software, and peripherals on the NNPS Computing Network; provides professional customer service to staff and students; assists staff with resolving issues in functional and enterprise applications; can be assigned to a school or dispatched from the help desk.

### **Essential Duties**

1. Troubleshoots complex problems requiring specialized expertise and uses specialized tools to diagnose and repair computer and peripheral systems. Utilizes appropriate safety equipment in the performance of duties.
2. Troubleshoots service level problems and performs repairs to include replacement of standard available components.
3. Troubleshoots hardware, software, network, and operating system problems and provides on-going technical support to other peers and ITC personnel.
4. Interacts with members of the Systems Administration, Network Services, Communication Services and Audio-visual teams to troubleshoot and resolve system-level problems.
5. Installs and maintains application software and user email accounts.
6. Troubleshoots, identifies, and resolves problems associated with application software and user/mail accounts as needed by NNPS staff.
7. Sets up and configures hardware and installs new software on school computers.
8. Administers and maintains stand-alone servers for SOL Caching and Print Management.
9. Tracks all work in the help desk work order system
10. Responsible for inventory management of assigned equipment.
11. Models non-discriminatory practices in all activities.

### **Other Duties:**

1. Performs any other related duties as assigned by the Lead or other appropriate administrators.

### **Job Specifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

### **Minimum Qualifications ( Knowledge, Skills and Abilities Required)**

Must possess an Associates degree in computer science or related field and experience in computer and network support or any combination of education and experience that would provide the noted knowledge, skills, and, abilities. Extensive related experience in the field may substitute for college degree. Must possess a working knowledge of WIN XP/7; Mac OS X, Microsoft Server 2003/2008, Active Directory Tools, Ethernet switched wired and wireless networks, TCIP/IP address and routing. Ability to mentor, train, act as team leader of other technical support personnel and possess excellent communication, customer service and technical professional skills. Must possess a valid Virginia driver's license with a good driving record.

**Working Conditions and Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Duties are performed in centralized computer repair shop and at schools. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions, dust and pollen, regular automobile traffic conditions while driving to/from work sites, electrical shock and toxic/caustic chemicals.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle or feel; and talk and hear. The employee is occasionally required to drive; stand; walk; climb; balance; bend; stoop; kneel; twist/turn; push/pull up to fifty (50) pounds; lift/move up to twenty (20) pounds for at least 35 feet.

Specific vision abilities required by this job include color vision, close vision, distance vision, night/dusk vision and peripheral vision.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office/school environment.

**Supervision Exercised:** None

**Supervision Received:** Technology Support Lead

*This job description in no way states or implies that these are the only duties to be performed by this employee. The Technology Support Specialist will be required to follow any other instructions and to perform any other related duties as assigned by the Technical Support Coordinator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.*

**Approvals:**

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Supervisor

Date

I acknowledge that I have received and read this job description.

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Employee Name (Print)

Signature

Date