MATANUSKA-SUSITNA BOROUGH SCHOOL DISTRICT
Classified Staff Job Description

Title: IT Support Specialist

BAND	GRADE	SUBGRADE
B	10	1

DEPARTMENT:	ACCOUNTABLE TO:	FLSA STATUS:
Information Technology Dept.	Customer Support Manager	Non-Exempt

Class Summary: Works in coordination with the IT Support Specialist Leads, Help Desk, Customer Support Supervisor, IT Network Staff and IT Applications Staff, to Provide Tier 1 workplace support in assigned School/Administrative locations. Troubleshoots and restores routine technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures. Performs root cause analysis and checklists for typical problems, working with other staff as needed. As needed, provides recommended procedures and controls, to IT Support Specialist Lead, for problem prevention. Understands error messages and knows where to look for solutions to hardware and software problems while maintaining documentation/knowledge database in accordance with district and department standards. Has the knowledge and ability to manage local hard drive with management software and/or anti-virus software. Knows the basic understanding of how a UPS functions on a network. Works in a team/setting, sharing information and assisting others as needed.

Distinguishing Characteristics:

Duty No.	Essential Duties	Frequency	Band/Grade
1	Provide workplace technical support in assigned location.		
2	Level I support for site intranet/internet		
3	Level I support for network hardware not limited to: routers, servers, switches, wireless, security system		
4	Level 1 support for business services/facility software		
5	Deploy computer images and build images as directed		
6	Troubleshoot software/hardware problems		
7	Install, manage, and troubleshoot network printers		
8	Assist facility/staff with basic use of business/curriculum software		
9	Use IT Ticket System		
10	Other duties as assigned		

Knowledge: Must have the knowledge to manage network devices such as Macs or PCs, Mobile Devices, Ethernet, Printers, Servers, Wireless, and Novell/Microsoft.

Skills: (position requirements at entry)**:** Is able to work independently to identify and problem solve a multitude of technical tasks on (including, but not limited to) the desktop computers, software or other identified network hardware. Must have the skills to develop and train users on proper network procedures and applications.

Training and Experience (position requirements at entry)**:**   Minimum one-year network/technical support of a like environment. Has Microsoft AD experience. Understands and has experience working on a physical network with Ethernet connectivity.

Licensing Requirements (position requirements at entry)**:** Must have a valid Alaskan Driver's License.

Physical Requirements: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to life, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Classification History:
Adopted   PMH   11/03/03
Revised