

## Job Description

**Job Title:** Technical Support Specialist II

**Supervisor:** Supervisor of Technology Support Services

**Position Code**

**Pay Grade:** 31

**Job Classification:** Non-Exempt

**Contract Length:** 245 Days

### Job Summary

Under the direction of the Supervisor of Technology Support Services, performs specialized work. Work involves implementing, maintaining, servicing and monitoring computer hardware (desktops, laptops and mobile computing devices), associated peripherals, applications and network connectivity. Position carries out installation, testing, and technical tasks in support of computer hardware (desktops, laptops and mobile computing devices), associated peripherals, applications and network connectivity. Position provides professional, courteous and timely customer service to staff and students. The work can be assigned to a site or dispatched from the help desk.

### Essential Duties

1. Installs and tests computer hardware, network connectivity, applications, peripherals and other computer related components/equipment.
2. Maintains, repairs, upgrades, and enhances computer hardware, software, peripherals and other computer related components/equipment.
3. Performs system level diagnostics and preventative maintenance to ensure computer hardware, network connectivity, applications, and associated peripherals are operational.
4. Responds to emergency work requests; troubleshoots system failures and errors; diagnoses, isolates, and resolves system related problems ensuring timely results and minimal disruption of operations.
5. Skilled in the use of tools and equipment employed in testing and repairing of equipment.
6. Responds to questions and needs of end-users concerning supported systems.
7. Interacts with other departmental team members to troubleshoot and resolve system-level problems.
8. Updates system documentation to record installations, upgrades, configurations, etc.
9. Utilizes appropriate safety equipment in the performance of duties.
10. Tracks all work performed in the help desk work order system.
11. Travels to and from school's/work sites in the performance of duties.
12. May assist in training others.
13. Conforms to all departmental procedures and policies.
14. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

### Other Duties:

1. Performs any other related duties as assigned by the Supervisor of Technology Support Services, or other appropriate administrator.

### 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 a High School diploma and 5 years of experience in computer support or any combination of education and experience to include industry certifications that provide the noted knowledge, skills, and, abilities to perform the essential duties.
- Must possess a significant knowledge of the operation and repair and the principles and practices used in the configuration, installation, testing, and maintenance of computer systems, operating systems,

collaborative applications, printers, interactive white boards, display projectors, and printers (experience with Dell computers, Microsoft operating and application systems, Hewlett Packard printers, and SMART technologies is preferred). Must possess significant knowledge of client computer characteristics on a local area network in an active directory environment (experience with TCP/IP, OSI model, Microsoft Active Directory, Group Policy, DHCP and DNS is preferred).

- Must possess strong troubleshooting skills and the ability to diagnose/resolve computer system, application and associated peripheral problems.
- Must possess strong skills in the use of the instruments and tools of the trade.
- Must possess the ability to interpret and apply specialized technical manuals and reference materials.
- Must possess the ability to prioritize tasks in order of importance; work independently and as a team member; and establish and maintain effective working relationships with co-workers and end-users.
- Must possess a valid 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 environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

**Supervision Exercised:** None

**Supervision Received:** Supervisor of Technology Support Services

*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 II will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Technology Support Services. 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