

NOTICE OF VACANCY

Title: TECHNOLOGY SUPPORT SPECIALIST

Reports to: Director of Technology

Job Objective: The Technology Support Specialist is responsible for overseeing, managing, and advancing technology resources and services in a public education environment serving high school students (11-12) pursuing vocational coursework as well as adult education students. This role involves developing and implementing strategies to enhance digital literacy, supporting faculty and staff with technology integration, maintaining school technology infrastructure, and assisting in the administration of digital tools and platforms used for student instruction. The ideal candidate is a proactive problem-solver with strong technical skills and a passion for improving student educational outcomes by the inclusion of modern technology tools.

Minimum Qualifications

- Education: Bachelor's degree in Information Technology, Computer Science, Educational Technology, or a related technical area.
- Experience: Minimum 2 years of experience in IT support or educational technology, ideally in a school environment. Familiarity with technology needs in secondary/adult education or nursing programs is preferred.
- Certifications: Relevant technical certifications (CompTIA A+, Google Workspace Certification, Microsoft Certified Educator, etc.) will be considered.
- Technical Proficiency: Proficient in Windows, macOS, and Chrome OS, common business/productivity software as well as network management, hardware maintenance, and software troubleshooting.
- Instructional Technology Expertise: Knowledge of Educational Technology tools, CMS/LMS platforms, district web presence and online assessment software.
- Communication: Strong written and verbal communication skills, with the ability to explain technical information to non-technical users.
- Problem-Solving: Proactive approach to troubleshooting, with an emphasis on diagnosing issues quickly and implementing effective solutions.
- Organization & Project Management: Able to prioritize/triage tasks, manage multiple projects, work as part of a team and meet deadlines in a school setting.
- Meets all mandated health requirements.
- A record free of criminal violations that would prohibit public school employment.
- Complies with drug-free workplace rules and board policies.
- Ability to physically manage bulky and/or unwieldy packages and supplies.

Essential Functions:

The following are typical work responsibilities. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Technology Support & Troubleshooting
 - Provide direct technical support to teachers, staff, and students for computers, tablets, interactive displays, printers, and other classroom technology.
 - Diagnose and resolve software, hardware, and network issues. Facilitate vendor customer support and technician workflow for complex problems as necessary.

- Infrastructure Management
 - Maintain and oversee the school's local network, wireless access points, and internet connectivity to ensure stable, secure access for students and staff.
 - Manage school-owned devices, including Chromebooks, desktops, tablets, and other instructional technology, ensuring regular updates and repairs.
- Instructional Technology Integration
 - Collaborate with teachers, particularly in high school and adult education programs, to integrate technology effectively into curricula, enhancing engagement and learning outcomes.
 - Provide professional development and ongoing training for faculty in technology tools, digital literacy, and blended learning approaches.
- Systems Administration
 - Oversee and administer classroom/learning management systems (CMS/LMS), online testing platforms, and other digital learning tools to ensure seamless user access and data integrity.
 - Assist in the management of district-approved software applications, maintaining an inventory of all digital resources used within the school.
- Data Security & Compliance
 - Ensure that student data is protected and managed according to federal and state regulations, such as FERPA and COPPA.
 - Implement district policies and best practices for cybersecurity and digital safety within the school environment.
- Project Management
 - Lead technology-related projects within the school, such as device rollouts, software deployments, and infrastructure upgrades, working within the district's guidelines and budgetary constraints.
 - Coordinate with adult education program staff to address the specific needs of nursing students, such as software for simulations and specialized learning tools.
- Technical Documentation & Communication
 - Develop and maintain technical documentation, user guides, and tutorials for staff and students.
 - Act as a liaison between the school and the district IT department, clearly communicating technical needs, project status, and support issues.

**Abilities
Required:**

The following personal characteristics and skills are important for the successful performance of assigned duties.

- Acknowledges personal accountability for decisions and conduct.
- Demonstrates professionalism and contributes to a positive work environment.
- Effectively uses listening, observation, reading, verbal, nonverbal, and writing skills.
- Maintains an acceptable attendance record and is punctual.
- Performs duties efficiently with limited supervision. Meets deadlines despite time constraints.
- Prepares accurate and timely paperwork. Verifies and correctly enters data.
- Reacts productively to interruptions and changing conditions.
- Comfortable working in both high school and adult education settings, tailoring approaches to meet diverse educational needs.
- Strong commitment to supporting faculty, staff, and students by providing timely and respectful assistance.
- Enthusiasm for staying current with trends, best practices, and emerging technologies.

Working Conditions: To promote safety, employees are expected to exercise caution and comply with safety regulations and district policies/procedures when involved in the following situations/conditions.

- Balancing, bending, crouching, kneeling, reaching, and standing.
- Exposure to adverse weather conditions and temperature extremes.
- Exposure to blood-borne pathogens and communicable diseases.
- Interactions with aggressive, disruptive, and/or unruly individuals.
- Operating and/or riding in a vehicle.
- Performing repetitive tasks quickly.
- Lifting, carrying, and moving work-related supplies/equipment.
- Traveling to meetings and work assignments.
- Using a computer keyboard and monitor for prolonged periods.

Performance Evaluation: Job performance is evaluated according to policy provisions and contractual agreements adopted by the Columbiana County Career and Technical Center Board.

Conditions of Employment:

1. Length of employment...250 days per year
2. Hours per day...Eight (8)
3. Salary...Per Board approval
4. Fringe Benefits...Per Board approval
5. Probationary Period...Ninety (90) days

Procedure:

If interested, send resume to Ryan Rotuna, Director of Technology, Columbiana County Career & Technical Center, 9364 State Route 45, Lisbon, Ohio 44432. ryan.rotuna@ccctc.k12.oh.us

The Columbiana County Vocational School District is an EQUAL OPPORTUNITY EDUCATIONAL INSTITUTION. Employment and educational opportunities are offered without regard to race, color, national origin, sex, disability or age in its programs and activities and provides equal access to the Boy Scouts and other designated youth groups. The Columbiana County Career and Technical Center is in compliance with TITLE VI, TITLE IX, AND SECTION 504. The coordinator, Curt Kaiser, has offices located at the Columbiana County Career and Technical Center, 9364 State Route 45, Lisbon, OH 44432, telephone (330) 424-9561 extension 117.

Posted Internally: March 24, 2024

Deadline To Apply: Until Filled