VACANCY NOTICE

Ashtabula County
Educational Service Center

Technology Support Specialist

The Ashtabula County Educational Service Center is seeking qualified applicants for the position of Technology Support Specialist to serve in Ashtabula County School Districts. The ACESC serves the Ashtabula Area City, Buckeye Local, Conneaut Area City, Geneva Area City, Grand Valley Local, Jefferson Area Local, and Pymatuning Valley Local school districts.

Mission
The purpose of the Ashtabula County Educational Service Center is to be a high performing organization that enables districts to achieve excellence.

Vacancy: Technology Support Specialist - Full and/or Part-time Opportunity

Posting Date: August 18, 2021

Closing Date: Until Filled

Reports to: Superintendent and the Technology Coordinator (IT)

Start Date: 2021-2022 School Year

Contract Days: Up to 261 Days

Summary:
To provide hardware and software support to end-users as well as technical guidance in the area of technology devices. Assist with the installation, configuration, troubleshooting, and management of technology devices. The job demands the ability to bend, lift, kneel, and walk in order to perform essential functions.

Requirements:
- Successful BCII/FBI background check
- Work experience in technical support
- Computer Technology background or education
- Valid Ohio driver's license is required for travel between district buildings
- Reliable transportation

Preferred Qualifications:
- Technical troubleshooting in managing and supporting technology devices
- Knowledge of Apple, Google, and Windows devices
- Experience in Google Workspace applications and Microsoft Office
- Knowledge of interactive presentation systems
- Comp TIA A+ certified or equivalent training
- Understand the concepts of basic networking and wireless technology
- Excellent time management and troubleshooting skills
- Ability to learn new systems and technology
- Strong communication skills (written, verbal and visual)
- Ability to lift and move computers, servers, and other computing devices (40-60 lbs)
- Self-starter who can work through assignments with very little supervision

Specific Duties:
- Respond and troubleshoot help desk tickets (Google, Windows, projectors, etc.)
- Setup, install, troubleshoot and maintain district systems, printers, peripherals, IP phones, and related software
- Perform basic administration tasks while maintaining data integrity and network security
- Assist in maintaining network hardware, software, computer applications and files
- Perform basic support of projectors including lamp replacement
- Assist staff and students with connectivity issues
- Maintain technology documentation pertaining to inventory, network design, and software troubleshooting as required
- Provide support to shut down and/or reboot hardware as needed onsite
- Manage the process of repairs and installation by outside vendors
- Apply software patches and upgrades as needed
- Reimage computers and chrome books as needed
- Escalate problems to next level of support, when necessary
- Perform basic training on the care and operations of district equipment as needed
- Provide input as needed for school technology planning and operations
- Participate in district technology meetings, webinars, and training classes as required
- Perform other duties deemed necessary by the Superintendent and/or the Technology Coordinator
- Keep the Technology Coordinator informed of issues related to the above

Application Process:
Interested candidates should electronically submit a resume, and references to:
    Christina Ray, Director of Human Resources
    Ashtabula County Educational Service Center
    christina.ray@ashtabulaesc.org