**Part Time Technical Support Specialist**

Madison Local Schools - Madison, OH 44057

From $10 an hour - Part-time

**POSITION OBJECTIVE**
This position is ideal for college student studying Computer Science, Information Systems, Engineering or others beginning a career in IT. The position offers a flexible schedule and broad experience in a wide range of technologies.

Working under general supervision, manage and support information technology resources, services, and systems for the Madison Local School District and affiliated shared services districts. This service-oriented position requires excellent customer service and moderate technical skills. The position works with staff, administrators and students to provide high-quality technical services to a diverse set of departments across multiple public school districts.

**POSITION DETAILS**
Part Time Technical Support Specialist work approximately 20 hours per week between the times of 7:00am and 6:00pm at $10/hr. Evenings and weekend may be an option. Support Specialists will gain experience with a wide range of technologies as well be given opportunities to specialize in specific technologies.
The candidate must have a vehicle to drive from school to school and must be able to pass an FBI/BCI background check.

**POSITION RESPONSIBILITIES**
- Communicate with faculty, administration and technicians to resolve day-to-day technical issues
- Diagnose and deploy PCs, printers, projectors, Chromebooks, iPads and other classroom technologies
- Record work in a ticket tracking system. Create and utilize documentation for common issues.
- Provide ad-hoc training, where appropriate
  - Assist with the maintenance and operation of enterprise client/server and hosted systems operated or used by departments in the divisions.
  - Assist in the coordination and determination of new equipment purchases.

**PREFERRED QUALIFICATIONS**
- Pursuing an Associate's or Bachelor's degree
- Possess a strong customer service outlook and a desire to create an exceptional experience for staff and students
- Excellent verbal and written communication skills and the ability to present complex concepts in simplified terms within support and training settings
- Ability to work independently, under general operational guidelines
- Demonstrate excellent analytical and problem solving capabilities with the ability to prioritize based on situation, deadlines and solution
Job Type: Part-time
Pay: From $10.00 per hour
Schedule:
• Day shift
• Monday to Friday
Communication method(s) used:
• Email
• Phone
• In person
Hours per week:
• 20-29
Job Duties:
• Answer incoming customer inquiries
• Collaborate with management teams to stay updated on new products, services, and policies
• Record customer information within our customer service database
• Engage with clients in a friendly and professional manner while actively listening to their concerns
• Offer support and solutions to customers in accordance with the company's customer service policies
• Other duties as requested
Company's website:
• www.madisonschools.net
Benefit Conditions:
• Only full-time employees eligible
Work Remotely:
• No