INGHAM INTERMEDIATE SCHOOL DISTRICT
Position Announcement

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Technical Support Specialist</th>
<th>Job ID: 17123</th>
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<tbody>
<tr>
<td>Location:</td>
<td>Ingham Intermediate School District, Mason, MI</td>
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<tr>
<td>Start Date:</td>
<td>September 2023</td>
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<tr>
<td>Location:</td>
<td>Ingham Intermediate School District, Mason, MI</td>
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<td>Salary Range/Level:</td>
<td>2023-2024 IIPSA 151+ Salary Schedule Grade 2 $47,096 - $67,038 (commensurate with experience)</td>
<td>Terms of Employment: 52 weeks/year, 5 days/week, 8 hours/day</td>
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<tr>
<td>Date Posted:</td>
<td>August 14, 2023</td>
<td>Application Deadline: August 27, 2023</td>
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<td>Application Process:</td>
<td>A COMPLETED ONLINE APPLICATION IS REQUIRED. (See application instructions at Ingham ISD under Join Our Team.)</td>
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Ingham Intermediate School District

Ingham ISD is a dynamic organization, committed to providing a wide variety of quality educational supports to school districts, children, and families. We coordinate and deliver services and programs focused on student achievement, leadership, and collaboration to advance excellence in education. While improving educational outcomes in our community, we likewise challenge our staff to grow personally and professionally. We are looking for team members who will support our mission to lead and serve in education and who will contribute to our culture of innovation. Diversity, equity, and inclusion are important to our organization. We encourage applicants from underrepresented groups (e.g. race, gender, sexual orientation, disability, etc.) that will contribute to the enrichment of ideas and perspectives and best support those we serve.

Job Description

What You’ll Do
Under the direction of the administrator, provides support at Ingham ISD and across our shared service area, for District technology such as hardware, software and network systems supported by the District.

- Provides support for District hardware and software systems such as current operating systems, Office 365, Google Management, Mobile Device Management, etc. supported by the District.
- Contributes to the launch of new applications and computer systems. Problem solves to ensure that new systems and software interact with existing networks and existing peripherals.
- Facilitate and triage of received requests and incidents with appropriate staffing resources, such as interns where applicable, to accomplish district tasks and needs.
- Supports and maintains devices through device management solutions for District technology.
- Facilitates support processes on District devices and other technology systems through technology system lifecycles by performing preventative maintenance, repair, etc.
- Provides District devices and technology systems software and hardware upgrades and installation.
- Maintains appropriate work log and asset documentation, correspondence with end users, collaborates in
the tracking of devices through device lifecycle and provides recommendations in replacement based on needs and available technology.

- Contributes to the support processes and operations of District applications.
- Supports in the operations of District networks as needed, performing groups of tasks such as those related to troubleshooting connectivity.
- Facilitates vendor services for technology hardware and software systems supported by the District.
- Assists District in setting up technology systems and resolving technology and software problems as needed.
- Provides basic training, demonstration, and documentation for use of district technology and software.
- Supports the gathering of data, creation of reports, and examination of records to assist district inquiries which may be sensitive in nature.
- Performs other duties as assigned by the administrator.

What You Will Bring

Need to Have

- Bachelors Degree in technology related field, or approved equivalent experience with a focus on technical support, personal computer systems, technology, project management, communications, programming logic, and certifications achieved.
- Minimum six months of recent and relevant experience in supporting various technologies such as end user devices, network devices and connectivity, and related applications and peripherals.
- Excellent customer service skills regarding timeliness of response, meeting established quality standards of practice, and communication.
- Demonstrated ability to work independently and as a member of a team to accomplish work goals and objectives. Able to plan, prioritize, and coordinate complex multiple projects in a fast-paced environment.
- Demonstrated knowledge of client connectivity, software installation, various computer systems, basic application packages, and related technologies.
- Strong interpersonal and boundary skills with the ability to communicate effectively both orally and in writing on a one-to-one basis and with groups at all levels of the organization. Able to listen and draw out necessary information from customers.
- Demonstrated knowledge of the capabilities, applications and limitations of computers and expertise in the operation and use of computers.
- Previous successful experiences in training, presenting information to groups and interpreting technical information. Able to break down complex, technical language and communicate it in a manner that the general staff can comprehend.
- Demonstrated ability to work with confidential data.
- A high level of special problem-solving skills is required due to the technical complexity of the problems related to supporting multiple platforms. A lack of precedence necessitates development of creative solutions to problems.
- Demonstrates the principles of continuous learning.

What We Offer

- Competitive wages
- Five health insurance plans to choose from to best fit your needs
- District paid dental and vision insurance.
- District paid personal life insurance policy and long-term disability
Technical Support Specialist

- Employee wellbeing rewards and employee assistance program
- Paid leave time
- Retirement benefits
- Tuition reimbursement
- District-supported professional development
- Positive work-life balance

**Working Conditions**

Normal office environment. This position may require travel and the staff member must provide his/her own transportation.

The preceding data is intended to convey information about the job and its responsibilities, and is not an exhaustive list of the skills, efforts, duties, responsibilities and working conditions associated with it.

**Notice of Non-discrimination**

It is the policy of Ingham Intermediate School District not to discriminate on the basis of race, color, national origin, gender/sex, age, disability, height, weight, marital status, or lack of English language speaking skills, in its programs, services or activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Assistant Superintendent of Human Resources, 2630 West Howell Road, Mason, MI, 48854. (517) 244-1289.