

POSITION	Information Technology Specialist
LOCATION	Central Office
GENERAL DESCRIPTION	<p>The Information Technology Specialist will join a team of six who are responsible for providing technical support to assigned regions throughout the school district. These positions are the first level of contact from the Technology Department to the customer, and therefore, must have a strong customer focus, excellent communications skills, and well-developed problem-solving skills. This position will also coordinate the student-run IT Help Desk.</p>

QUALIFICATIONS

- Minimum of High School diploma or GED;
- Possess CompTIA A+ certification or equivalent **OR** willing to obtain within 1 year of hire;
- Willing and able to obtain an Educational Aide permit from the Ohio Department of Education;
- Strong knowledge of computer hardware, software, and networking;
- Excellent and demonstrated skills in:
 - Customer service;
 - Documentation;
 - Organization;
 - Prioritization;
 - Problem-solving;
 - Critical thinking;
 - Professional, independent judgement;
 - Oral and written communication;
- Ability to:
 - Perform preventive maintenance;
 - Work with and provide solutions for current Microsoft Office Suite applications;
 - Work with and provide solutions for current Windows operating systems;
 - Diagnose computer hardware and software problems remotely;
 - Provide 1st fix solutions which minimize down time and rework;
- Valid state-issued driver's license and ability to drive;
- Preferred experience includes:
 - LAN and AD Management and troubleshooting network problems;
 - Troubleshooting networked printers;
 - Working in a helpdesk work order system;
 - Working in an educational setting;
 - Creating multimedia "How-To" instructions;
- Willingness and ability to work as a team member;
- History of strong work record, including good job attendance; and
- Documented evidence of acceptable criminal record as required by Ohio law and Board Policy.