

Position Description – Technical Support Specialist

Position Type: Full-Time

Position Summary:

This position will serve as a general technical support specialist by taking incoming requests from various IDLA stakeholders. The work is performed under the supervision of the Technical Support Manager. The primary duties of this individual must be performed on-site in Boise, Idaho (Not a remote work position) and may require occasional travel to school districts or trainings of less than 5% of the month. This position will have a shared responsibility of extended support which may include "on call" evening, night, or weekend shifts during high-volume request periods at the beginning (1 - 2 weeks) of each semester (3 semesters).

Essential Duties and Responsibilities:

Include, but are not limited to the following:

- Provide technical (Help Desk) support to internal staff on equipment and software using the Mac operating system.
- Develop and create documentation and support materials for device support including written guides, video tutorials, and live presentations.
- Maintain office inventory and ship equipment to staff.
- Troubleshoot hardware issues remotely and on-site, working with Apple support when needed.
- Maintain inventory for the OnRamp iPad program including device support, device maintenance, shipping, inventory, and device retrieval.
- Provide training to staff on software and hardware tools offered.
- Provide training to new hires on software and hardware provided.
- Monitor software and hardware updates and keep staff up to date on changing software.
- Maintain software inventory and deployment to staff.
- Maintain and update internal Chromebook lab.
- Work closely with other departments for collaborating on IT projects.
- Develop and recommend cost-effective technical improvements.
- Other duties as assigned.

Qualifications:

Minimum Qualifications:

- A degree in an education or technology field; or two years' experience in a similar position.
- Demonstrated success in working with people in establishing goals, objectives, and change management plans.

- Experience/training in providing technical support.
- Perform a wide variety of duties and responsibilities with accuracy and speed under pressure of time sensitive deadlines.
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner.
- Experience supporting and using the OSX operating system.
- Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks.
- Ability to easily adapt to and learn new technologies.
- Maintain important records efficiently and accurately.
- Maintain confidentiality of information processed or prepared.
- Perform duties and responsibilities independently.
- Ability to coordinate, research, and analyze special projects/reports.
- Ability to perform duties with awareness of all requirements and IDLA policies.
- Must possess positive, professional interpersonal skills.

Desired Qualifications:

- Experience in the K-12 education field.
- Expertise in supporting education technology.
- Fluency in Spanish.

Technical Skills:

- Installation, operation, maintenance, and repair of operating systems, networks, and programs on personal computers, and Chromebooks.
- Preferred: Experience in Learning Management Systems (Schoology and Agilix Buzz)
- Familiarity with both Mac and Windows environments.

Essential Physical Abilities:

- Clear and effective speech and hearing or alternative communication abilities, with or without reasonable accommodation, enabling the employee to understand verbal instructions and communicate proficiently in both face-to-face and telephone interactions.
- Adequate vision or other powers of observation, with or without reasonable accommodation, allowing the employee to comprehend written work instructions, view computer screens and related information, and troubleshoot issues effectively.
- Sufficient manual dexterity, with or without reasonable accommodation, to operate standard office equipment, make adjustments to computer equipment, and drive a motor vehicle.
- Adequate personal mobility, agility, and flexibility, with or without reasonable accommodation, enabling the employee to sit or stand for extended periods. The ability to perform tasks that necessitate bending, stooping, kneeling, crouching, reaching, and working in confined spaces. The capacity to lift and/or move objects weighing up to 50 pounds and function in both classroom and office environments.

Physical and Mental Demands:

The physical and mental demands described here represent those that must be met by the employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Hours and Salary:

This position is full time and year-round with benefits that include medical insurance, PERSI retirement and paid leave. During working hours, this position is expected to focus exclusively on their responsibilities at Idaho Digital Learning Alliance. They are not permitted to engage in any activities or conduct phone calls on behalf of external entities or private businesses that are unrelated to their job duties unless such engagement has been pre-approved by their Director. The hourly range is, \$22.50 - \$24.90 dependent upon the applicant's credentials.

Application:

Position is open until filled. Applications are available online at www.AppliTrack.com/idla/onlineapp
Documents required for a complete application include: current resume and letter of introduction. Application materials will only be accepted through the online application. Questions about the application process can be emailed to hr@IdahoDigitalLearning.org.

The Idaho Digital Learning Academy is an Equal Opportunity Employer

Time constraints do not allow us to reply individually to each applicant; however, all applications will be reviewed, and candidates who meet our requirements will be considered for open positions. Application material submitted directly to the IDLA office will not be accepted.