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## Position Description – Technical Support Specialist (Weekend Hours Required)

### 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 can be performed remotely (within the state of Idaho) but may require occasional travel of less than one week per 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) and end of each semester (3 semesters).

**This position will be staffed from Saturday through Wednesday, with Thursday and Friday off.**

### Essential Duties and Responsibilities:

Include, but are not limited to the following:

- Provide technical (Help Desk) support to learning management systems users.
- Develop and create documentation and support materials for curriculum and instruction technologies.
- Provide technical support for IDLA's Student Information System and other data platforms.
- Maintain learning management systems (Schoology and Buzz), including course content, enrollment data, customer data, etc.
- Provide remote troubleshooting solutions for computer or operating system issues that affect course delivery.
- Work closely with other departments to collaborate on IT projects.
- Train other staff and stakeholders on technical issues as needed.
- Analyze complex computer systems, identify problems, and develop and implement logical conclusions and effective solutions.
- Develop and recommend cost-effective technical improvements.
- Other duties are outlined by the Director of Information and Technology or the Technical Support Manager.

### 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 the pressure of time-sensitive deadlines.

- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner.
- 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 the 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:**

- Bachelor's degree in an education or technology field.
- 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.

**Application:**

Position is open until filled. Apply online at [AppliTrack](#). The required documents are a current resume and a letter of introduction. Only online applications are accepted. For application process questions, email [hr@idla.org](mailto:hr@idla.org).

**Compensation:**

- Salary: \$49,700 dependent on education and experience.
- Includes health insurance, PERSI benefits, and paid leave.
- Necessary computer equipment, software, and applications.

**Work Environment:**

- Remote work in an online environment.
- Employee is responsible for obtaining high-speed internet to allow them to communicate effectively.
- Participation in bi-annual in-person IDLA events is required. Occasional meetings at the IDLA Office in Boise may also be required.

**Employment Policy:**

- No concurrent employment during working hours without prior approval.
- Must focus solely on IDLA duties during working hours.
- Adherence to current employer policies on equipment use, work schedule, and resources.

**Physical and Mental Requirements:**

- Ability to communicate effectively, see and comprehend written instructions, and operate office and computer equipment.
- Must be able to sit or stand for extended periods and perform physical tasks such as bending

and reaching.

- Reasonable accommodations will be made for individuals with disabilities.

**Equal Employment Opportunity (EEO) Statement:**

IDLA is an Equal Opportunity Employer, committed to providing equal employment opportunities without discrimination based on veteran status, disabilities, race, color, religion, political affiliation, sex, national origin, genetics, or other protected statuses. Reasonable accommodations are available upon request. Contact (208) 342-0207 (TTY/TTD: 711) or [HR@IDLA.org](mailto:HR@IDLA.org) for accommodations. Preference may be given to qualified veterans.

**Preference for Applicants:**

Preference will be given to applicants who live in or around the Treasure Valley (unless a region is identified in the job description), followed by those within the state of Idaho. Out-of-state applicants will be considered if no suitable in-state candidates apply.

**At-Will Employment:**

Employment with IDLA is at-will, meaning the employer or employee can terminate the employment