
Position Description – Technical Support Specialist

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 supervision of the Technical Support Manager. This position is primarily remote; however, the employee must reside within the state of Idaho, preferably in the Treasure Valley area. Work location requirements are subject to change based on organizational needs. Occasional travel may be required. 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 week) of each semester (3 semesters).

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 for collaborating 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 outlined by the Director of Information and Technology or 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 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 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.

Essential Physical Abilities:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and by telephone.
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, view computer screens, and related information, and problem-solve issues.
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, operate and make adjustments to computer equipment, and operate a motor vehicle.
- Sufficient personal mobility, agility, and flexibility, with or without reasonable accommodation, which permits the employee to sit or stand for extended periods of time. Ability to move and perform functions that require bending, stooping, kneeling, crouching, reaching, and working in confined spaces.

Physical and Mental Demands:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this position.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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.

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 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