

## TECHNOLOGY SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, this position is responsible for the integration of educational and administrative technology in a school district by providing technical assistance, staff development, research and evaluation of technology equipment and programs. Supervision may be a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Acts as a curriculum integration and planning resource for all grade levels (K-12) by integrating educational technology into the curriculum, e.g., suggests software packages to support lesson plans, and technology planning, e.g. upgrading of existing computer lab;

Researches, evaluates and recommends technology implementation strategies, i.e., finds ways to get teachers to use educational technology in the classroom;

Meets with school technology committee (composed of parents and School Board members) to discuss direction of technology for the district;

Makes presentations about how technology can be used both in the classrooms and in school district offices;

Provides staff development and technology assistance for both teaching staff and administrators/clerical support staff;

Coordinates and manages the implementation of special technology/curriculum projects, e.g., organizes a Computer Fair (students and vendors demonstrating computer programs) to educate community on the use of educational technology;

Produces status reports, proposals and evaluative reports;

Seeks grants and other funding opportunities to further use of educational technology in the district and prepares technology related grant applications;

Provides technical assistance to staff members and diagnoses technical problems with computers and other technological equipment;

Coordinates activities of all other data and video services: interacts with automated payroll vendor, private telephone company;

When employed by a component school district or a participating non-component school district, coordinates with BOCES to fully utilize their services with the district: determines who in district will be sent for training and what classes they will take;

Provides budget estimates and figures for recommended technology upgrades and acquisition of new equipment and/or software;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

May provide direction and supervision to Computer Aides and Teacher Aides assigned to the Computer Lab, as well as to Network Support staff;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the operation and use of mini and microcomputers and their peripheral equipment; thorough knowledge of the latest trends in educational technology and how it can be applied to K-12 curriculum; thorough knowledge of software used in an office environment, e.g., Word Perfect; good knowledge of operating systems; ability to analyze computer hardware and software failure and take corrective action; ability to monitor a Local Area Network (LAN); ability to establish effective relationships with school district personnel; ability to communicate effectively both orally and in writing; ability to plan and organize; ability to manage multiple assignments and priorities; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; initiative; tact; resourcefulness; sound judgement; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Bachelor's Degree\* and two (2) years of work experience (either pre- or post-degree) in which the primary function of the position was in both the integration of educational technology\*\* into existing school curriculum, and the support of computer hardware and software.

SUBSTITUTION: A Master's Degree\* may be substituted for one year of the work experience described above.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

\*\*DEFINITION: Educational technology is defined as the use of a variety of technological tools (e.g. Smartboards, Internet, cable television in the classroom, DVD players, digitized video, personal computers and related equipment, such as scanners, printers, etc.) in order to improve and enhance classroom instruction.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.