Penn Manor School District
Position Description – Technology Support Analyst

Title: Technology Support Analyst
Department: Information Technology
Location: Various Buildings
Organization Position: Classified - SRI 24
Status: Salaried Position – 12 Month, Year Round
Reports To: Director – Information Technology

General Scope of Responsibilities

Under the leadership of the Information Technology Director, the Technical Support Analyst serves as the primary technology support lead for building faculty, staff and students. Support includes installation, maintenance, troubleshooting and repair of hardware, software, mobile, printing and network devices in a mixed platform, mixed vendor environment.

Essential Functions

1. Provide technical troubleshooting and problem resolution support for faculty and staff.

2. Maintain building-level systems and technology services such as file/print servers, network accounts, computer labs, instructional software and instructional/presentation tools.

3. Deploy and manage network security, backup and system patches.

4. Maintain technology inventory and record keeping.

5. Assist with the production, duplication and distribution of media resources for instructional and staff development use.

6. Provide guidance on technology solutions and purchases at the building level.

7. Provide technical training and professional development for staff, faculty and principals.

8. Provide support for building and district websites, content management systems and faculty websites.

9. Assist staff with accessing network resources and applications.

10. Remain current in the field of educational technology by attending workshops, reading online and print publications, IU programs and observing programs in other districts & institutions.

11. Collaborate with the Information Technology Team to provide customer focused IT solutions for district students, teachers and staff.

12. Perform other duties as assigned by the Technology Director or Administrative Cabinet.

Qualifications

This position requires the minimum of a bachelor's degree in a related field along with the equivalent of 2-3 years broad technology support experience in a mixed-platform, networked environment. Knowledge of the TCP/IP suite, Macintosh and PC hardware/software systems and Internet applications is also required. Certifications on Apple, Windows and network related technologies along with web development skills are preferred.. The position requires a valid Pennsylvania driver's license and access to personal transportation.

Special Skills

This position interfaces with staff and faculty on a continual basis and requires a high degree of interpersonal skills, human relations ability and a focus on providing effective customer service.

Physical/Mental Requirements/Environment

Sit:	63%
Walk/stand:	35%
Drive:	2%
Body Movements:	Normal
Lifting:	Up to 65 pounds
Environment:	Normal school building environment
Mental:	Ability to interpret, analyze, and problem solve detailed written and verbal communications.

Information in Accordance with the Americans with Disabilities Act

The Penn Manor School District is an Equal Opportunity Employer. We do not discriminate against any employee or applicant because of age, race, sex, creed, religion, color, national origin, or physical or mental disability in accordance with Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Act Amendment of 1972, Section 504 of the Vocational Rehabilitation Act of 1973 and the American with Disabilities Act.

Board Approved April 2008