



West Windsor-Plainsboro Regional School District

Job Description

Job Title: Communication Support Specialist
Department: Technology
Reports To: Director of Technology
Salary Guide: Non-Affiliated B; Twelve month contract
Prepared Date: 31 August 2021

Position Summary: The Communication Support Specialist provides support to staff and administration on the use of software and hardware tools that enhance personal and business functions; provide help desk support, provide training and maintain district technology based training materials and resources.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and have strong administrative skills, the ability to prioritize work with minimal supervision and demonstrate experience with independent projects and tasks. The requirements listed below are representative of the knowledge, skill, and/or ability required. Valid driver's license and insurance required. Bachelor's degree or equivalent from four-year college; or three year related experience and/or training or equivalent combination of education and experience.

Essential Duties and Responsibilities:

- Provide help desk support to staff for communication resources (e.g. email accounts, cell phones, voicemail, teacher webpages) and productivity tools (e.g. gradebook, Outlook, Gmail).
- Develop acceptable use and social media policy resources for staff.
- Deliver training to employees in small group and individual settings.
- Design and create training manuals, and online learning modules.
- Monitor and evaluate training programs and materials to ensure they are current and effective.
- Perform administrative tasks such as monitoring costs, scheduling classes, setting up systems and equipment, and coordinating enrollment.
- Work in conjunction with the Director of Technology on completing day-to-day business within the Technology Department.
- Performs all other duties that may be assigned by the Director of Technology.

TECHNOLOGY SKILLS

Experience with mobile devices (e.g. tablets, smartphones, netbooks, laptops). Must have reasonable understanding of multiple operating systems such as: Windows, Mac OS, IOS, Android Must demonstrate a reasonable understanding of popular software suites such as but not limited to: Microsoft Office Suite, Google Drive, Adobe Creative Cloud/Adobe Master Collection. Must have experience with learning management systems such as Google Classroom, Canvas, Moodle, Blackboard, etc. Proficient in district applications, including but not limited to Genesis SIS, Genesis Schoolfi, Systems 3000, and must have the ability to problem solve, analyze data, and work with spreadsheets.

EVALUATION OF PERFORMANCE

Performance of this position will be evaluated annually in accordance with the New Jersey Administrative Code and Board of Education policy.

PHYSICAL DEMANDS

The physical demands described in this job description are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job.

TERMS OF EMPLOYMENT

12 Month Contract. Salary and benefits as determined by the Board of Education and any applicable and collective negotiations agreement.

The information contained in this job description is reviewed and approved by the Board of Education and may be modified as district and state requirements evolve. This job description does not constitute a written employment contract.

NEW JERSEY FIRST ACT

New Jersey First Act, N.J.S.A. 52:14-7 (L. 2011, Chapter 70), requires employees of all school boards to reside in the State of New Jersey unless otherwise exempted under the law.

AMERICANS WITH DISABILITIES ACT STATEMENT

External and internal applicants, as well as employees who become disabled, must be able to perform the essential functions listed on this job description either unaided or with reasonable accommodation. The West Windsor-Plainsboro School District shall

determine reasonable accommodation on a case-by-case basis in accordance with applicable law, in the event such a determination becomes necessary.

The West Windsor-Plainsboro Regional School District is proud to be an Equal Employment Opportunity and Affirmative Action employer. The district does not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

Board Approval Date: 8/31/2021

Certified by: C. J. Conella
Director of Human Resources

