



## **West Windsor-Plainsboro Regional School District**

### **Job Description**

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

**Position Summary:** The Senior Support Specialist is responsible for the management of district-wide communication systems; management of system user accounts; installs, modifies, and makes repairs to personal computer hardware and software systems; and provides technical assistance to system users.

**Qualifications:** Bachelor's degree with a minimum of two years of similar experience. Possession of technical certifications: MCSE-Windows Server; Apple Certified System Administrator, CCNA or equivalent preferred. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, have 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 required.

#### **Essential Duties and Responsibilities:**

- Maintain district system accounts (e.g. CallManager, Call Handler, Exchange, Active Directory, Google)
- Monitor district systems (e.g. SPAM, Security Cameras).
- Maintain and configure district phones.
- Resolve problems related to district systems.
- Provide hardware and software troubleshooting support to district staff and administration.
- Respond to client inquiries concerning systems operation and diagnosis of system hardware, software, and operator problems.
- Perform such other tasks and assume such other responsibilities as the Director of Technology or designee may assign or delegate.

#### **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: CJ Comella  
Director of Human Resources

