



West Windsor-Plainsboro Regional School District Job Description

Job Title: Support Specialist for Repair Services
Department: Technology
Reports To: Director of Technology
Salary Guide: Non-Affiliate B; Twelve-month Position
Prepared Date: 19 October 2021

Position Summary: The Support Specialist for Repair Services is responsible for managing the tier 1 technical staff; overseeing the repair process; overseeing inventory maintenance; overseeing the implementation of the technology support processes.

Qualifications: Bachelor's degree with a minimum 2 years of similar experience. Possession of technical certifications: MCSE - Windows Server; Apple Certified System Administrator. Valid driver's license required.

Essential Duties: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The Support Specialist for Repair Services has the duties and responsibilities commonly associated with this position, including (but not exclusive of) the following:

Technical

- Manage tier 1 technical staff
- Monitor timeliness and completeness of hardware repairs
- Manage device collection and distribution
- Review and adjust hardware repair process
- 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.
- Ensure completion of warranty repairs.

- Retrieve and deliver hardware in need of repair; and ship equipment needing extensive repairs to the designated dealer requested tracking system.
- Develop proactive initiatives to ensure system stability.

Additional Responsibilities

- Provide technical assistance to tier 1 technical staff.
- Ensure that district hardware meets district specifications and operation guidelines.
- Participate in development, planning and implementation of hardware initiatives.
- Maintain and share information about system performance and issues with the IT Manager.
- Maintains confidentiality in all areas.
- Assumes a flexible work schedule.
- Performs all other duties that may be assigned by the IT Manager.

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. The position frequently lifts up to 35 lbs. and is required to occasionally lift up to 50 lbs., as needed. Normal vision is required of the position.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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: 10/20/2021

CERTIFIED BY: C. J. Conelle
Director for Human Resources

