

JOB DESCRIPTION

Technology Support Specialist

BOARD OF EDUCATION
FAIRFIELD, NJ

NON-CERTIFICATED
CENTRAL OFFICE

Technology Support Specialist

QUALIFICATIONS:

- High school diploma required; additional college coursework, technical training, or relevant experience preferred.
- Experience providing end-user technical support in a professional, responsive, and solution-oriented manner.
- Working knowledge of computer hardware, software, and networked systems
- Experience with Google Workspace, Microsoft Office applications, and student information systems preferred.
- Demonstrated ability to troubleshoot technical issues and follow through to resolution in a timely and effective manner.
- Strong organizational and time management skills with the ability to manage multiple responsibilities.
- Ability to work both independently and collaboratively with a high level of accountability and attention to detail.
- Strong oral and written communication skills and the ability to interact professionally with staff and students.
- Demonstrated ability to train and support staff and students in the effective use of technology tools and systems.
- Demonstrated professionalism, sound judgment, and ability to handle confidential or sensitive information appropriately.
- Ability to lift and carry technology equipment (approximately 40 lbs.) and perform physical tasks associated with device setup and maintenance.

REPORTS TO: District Technology Administrator

GENERAL RESPONSIBILITIES:

The Technology Support Specialist provides technical and operational support to staff and students, serving as the first point of contact for hardware, software, and classroom technology needs.

This position is responsible for supporting and maintaining day-to-day technology operations within assigned buildings, ensuring that devices, systems, and instructional technology are functional, available, and ready for use.

The individual in this role is expected to work both independently and collaboratively, managing assigned responsibilities with strong organization, attention to detail, and accountability. This includes prioritizing tasks, maintaining awareness of outstanding issues, and ensuring timely and complete resolution of support requests.

This position plays a key role in supporting district technology initiatives, including classroom instruction, online testing, staff training, and audiovisual event support. Consistent professional judgment, effective communication, and appropriate use of work time are essential.

ESSENTIAL FUNCTIONS:

Technical:

- Install, configure, maintain, and support devices including workstations, laptops, Chromebooks, printers, projectors, interactive displays, and peripherals, ensuring readiness for use.
- Maintain district Chromebooks, including coordinating warranty repairs and performing basic hardware repairs as needed.
- Provide first-response technical support by diagnosing, troubleshooting, and resolving hardware and software issues, ensuring follow-through to completion.
- Install, configure, test, and support instructional and administrative software applications.
- Maintain organization and functionality of building technology spaces, including wiring closets.
- Support the maintenance of network infrastructure, including wireless access points and related systems.
- Manage user accounts, groups, and permissions across district systems, including Google Admin Console and student information systems.
- Maintain and update the district website and assist with social media updates as assigned.
- Support classroom and instructional technology, including projectors, document cameras, communication systems, and related equipment.
- Provide training and ongoing support to staff and students on the effective use of district technology systems, applications, and instructional tools.
- Independently prepare, test, and operate audiovisual equipment for district events, including Board of Education meetings, live streams, and recordings, ensuring all systems are fully functional prior to event start and addressing issues in real time.

Operational / Non-Technical:

- Maintain an accurate and up-to-date inventory of all building technology equipment.
- Track and coordinate student device repairs, including documentation of incidents and communication as needed.
- Manage daily workload effectively, ensuring consistent progress and completion of assigned tasks.
- Communicate clearly with staff regarding support requests, timelines, and resolution.
- Demonstrate consistent professional conduct, including appropriate communication, sound judgment, and effective use of work time.
- Promote a positive and professional image of the district at all times.
- Participate in meetings as required.

Terms of Employment:

Twelve months per year. Salary and work year to be determined by the board of education. Perform other duties within the scope of employment as assigned, with the expectation that all responsibilities are carried out with professionalism, accountability, and attention to detail.

Evaluation:

Performance of this job will be evaluated annually in accordance with the provisions of the board's policy on evaluation of support services personnel.

NJSA: 18A::6-7.1, -10, :16-2, 25-2, 26-1, -1.1, -2, :27, :28-3, -5, -8,
NJAC: 6:3-3.1 et seq., -4.1 et seq., 4A-4, -5.1 et seq., 6:8, 6A:7, :8, :9,, 9-3, -5, -8, 9-9, -11.13, -12.3, -12.6, -14, -15, -16, 6A:24, -6.1

Adopted: May 12, 2015

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