



Information System Support Specialist

Department: Operations

Reports to: Director of Operations

Days: Full Time, 52 Weeks, 260 days

Primary Responsibilities

- Performing fault isolation and repairing in a complex computing/networking environment independently or in consultation with a vendor in order to diagnose and correct system problems
- Researching, recommending, installing, and configuring hardware, software and networks for MAC/PC/Servers with multi-user operating and/or networking systems in order to establish and maintain information systems
- Implementing system security measures such as backups, access control, system accounting, and disaster recovery in order to ensure and maintain system integrity and availability
- Representing the organization and coordinating all technology for public venues such as Webinar Series, Tandberg meetings, Conferences, etc.
- Acting as a liaison between MECDHH/GBSD and the IT Service Provider
- Developing web site design and coordinating with departments to update page content
- Developing and maintaining a technology plan that creates a technical vision for the organization
- Administering the organization phone, email, Erate, Infinite Campus, door security, lockdown, and video camera systems
- Allocating resources, administering the inventory replenishment system, and determining end of life for equipment
- Analyzing new technologies and running competitive analysis before making recommendations
- Ensuring proper IT processes are followed when an employee's status changes
- Developing technology budget, monitoring expenditures, ordering equipment and supplies from vendors and entering purchase requisitions into the system
- Providing limited PC Help Desk services in collaboration with the IT Service Provider
- Organizing and developing on-site staff training for technology equipment such as the phone system, PC, MAC, radio, cell phone, social media, etc.
- Orchestrating in-house audio-visual requests and set up equipment as needed
- Assisting and guiding classroom teachers with learning technologies and equipment
- Providing orientation to new staff for all technology related needs
- Identifying opportunities for improving business processes through information systems and making recommendations for solutions

- Coordinating with staff to ensure that Google form development and revisions properly migrate with the information systems and business processes
- Working with the Director of Operations/HR on the development, implementation and management of the short- and long-term IT assignments in accordance with company policies and procedures
- Supporting staff with software related questions including PowerPoint, Word, Excel, Email, Voicemail, Google Apps, Infinite Campus, Blogs, and Employee Portal
- Abiding by all the policies and procedures of MECDHH/GBSD and Federal/State regulations

Minimum Skills and Qualifications

- 10+ years computer software and hardware support experience
- Understanding of network technology
- Ability to relate technical concepts to non-technical personnel
- Strong problem-solving skills
- Experience with Help Desk coordination and ticket handling
- Excellent verbal and written communication skills
- Willing to be on-call to provide off-hour coverage/flexible hours
- Willing to travel occasionally to other locations in Maine
- Ability to multi-task and work independently
- Disciplined to meet time constraints and deadlines
- Ability to maintain system documentation and asset level/inventory
- Willingness to learn American Sign Language
- Current CHRC Certificate required

Desired Knowledge

- Experience with the following technologies:
 - Infinite Campus
 - Internet based programs
 - PC and Mac computers
 - Google Workspace Systems
 - Tandberg Video Conferencing
 - Hearing Assisted Technology

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to sit, as well as use hands to manipulate, handle, or feel. The employee is frequently required to reach with hands and arms. The employee is frequently required to stand, walk, climb or balance, bend, stoop, kneel, or crouch. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Other Duties

Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.