

**Roswell Independent School District  
Job Description**

**Job Title: SYSTEM SUPPORT SPECIALIST**

**Reports To: DIRECTOR OF TECHNOLOGY**

**General Job Description:**

Under administrative direction, support administrative end-user computing, including but not limited to technical training, computer repair, software installation, research and purchase of new technologies.

**Essential Duties and Responsibilities:**

1. Oversee RISD Helpdesk to diagnose and solve problems with technology.
2. Coordinate involvement of Network Specialist, Tech Resource Specialists, Maintenance Personnel, etc.
3. Coordinate the installation of hardware and software including communication devices, hard drives, memory upgrades and multi media devices attached to LAN/WAN.
4. Responsible for user setup for Active Directory (AD), Citrix, MS Office Products operations including assigning passwords, providing training, and configuration of PC's.
5. Assists District personnel with identification and resolution of discrepancies caused by computer virus infection, try to retrieve data and provide other individual assistance to users on problems identified with a virus.
6. Provide technical assistance to administrative staff to include setting and installing hardware and software, troubleshoot problems and loading updates and patches.
7. Coordinates inventory, setup, imaging, and distribution of all new technology to the schools.
8. Research emerging technologies assist with bid specifications and recommend purchase of equipment and software.
9. Assist with questions and necessary training and support of Outlook/Office Exchange.
10. Knowledge of computer systems, including data bases, network software and systems and educational programs.
11. Personal and professional task management through the use of technology.
12. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
13. Maintain confidentiality with sensitive matters.
14. Be flexible and able to prioritize tasks and maintain accurate and detailed records.
15. Report to work on time and work no less than 7 hours per day.
16. Work independently with very little supervision.
17. May be required to perform other related functions as assigned by your supervisor.

**Supervisory Responsibilities:**

None

**Qualifications:**

1. Bachelor's Degree in Computer Science or related field preferred.
2. Three years' experience working in a network environment comprised of multiple users and equipment.
3. Valid Drivers' license and Car Insurance.
4. Experience may be substituted on a year for year basis for relevant education.

**Physical Requirements:**

Sitting, standing, lifting and carrying (up to 40 pounds), reaching, squatting, climbing stairs, kneeling, have full mobility of fingers/hands, and moving light furniture may be required, unless ADA accommodations have been mutually agreed on and does not create an undue hardship upon the district.

**Safety and Health:**

Knowledge of universal hygiene precautions (blood borne pathogens, body fluids, etc.)

**Equipment/Material Handled:**

Must know how to properly operate or be willing to learn to operate multimedia equipment including current technology as needed.

**SYSTEM SUPPORT SPECIALIST (CONT'D)**

**Work Environment:**

Must be able to work within various degrees of noise and temperature. Interruptions of work are routine. Flexibility and patience are required. Must be self-motivated and able to complete job assignment without direct supervision. After hour work may be required. Make site visits when needed. May work under stressful conditions on occasion.

**Terms of Employment:**

Salary and work year to be established by the Board.

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**I have read and understand the responsibilities and duties as described in this job description and can meet all essential functions.**

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**Signature**

**Printed Name**

**Date**