COBB COUNTY
S C H O O L   D I S T R I C T

EMPLOYEE NAME: _____

JOB DESCRIPTION

POSITION TITLE: Technology Specialist I, FNS	**JOB CODE:** 427F
DIVISION: Business Services	**SALARY SCHEDULE:** Professional/Supervisory Support
DEPARTMENT: Food and Nutrition Services	**WORK DAYS:** 238
REPORTS TO: Associate Director, Technology Support	**PAY GRADE:** Rank H (NK08)
FLSA: Exempt	**PAY FREQUENCY:** Monthly

PRIMARY FUNCTION: Provides Tier 1 hardware and software support and training to FNS department; demonstrates and delivers strong customer service to FNS end-users; provides support and consultative services to end-users for all aspects of the computing environment; installs, upgrades and maintains hardware and software on FNS end-user workstations.

REQUIREMENTS:

1.	Educational Level: High School Diploma or GED required; Bachelor's Degree in computer science, Information Systems, or other related field preferred, or equivalent work experience
2.	Certification/License Required: A+ and/or Network + required
3.	Experience: Minimum 2 years of IT work experience with demonstrated working knowledge in help desk support and basic to moderately complex hardware and software troubleshooting/problem solving; K-12 point of sale software experience
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication; excellent customer service skills, good working knowledge of current Windows' hardware and software platforms; problem solving and critical thinking

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Demonstrates excellent customer service skills.
3.	Provides Tier 1 support and consultative services via telephone, email, remote management, and on-site to FNS end-users for all hardware, software, networking and other technology systems.
4.	Conducts basic troubleshooting, including systems analysis, for resolving calls related to point of sale software, user accounts, and other software applications used in the department.
5.	Monitors and maintains software and hardware functionality to minimize system downtime at central office and sites.
6.	Performs system administration tasks to include password resets and access to applications.
7.	Provides training on software and hardware utilized by FNS staff at central office and site locations as well as participating in staff classroom training.
8.	Observes and communicates to supervisors any deviations from Department and loss prevention policies.
9.	Assists with FNS Department processes and records maintenance including FNS technology inventory and financial accountability reporting.
10.	Participates in the evaluation and testing of desktop hardware and software.
11.	Stays current on advances in hardware and software applications used in the execution of daily responsibilities.
12.	Performs other duties as assigned by appropriate administrator.

Signature of Employee_____ Date _____

Signature of Supervisor _____ Date _____