

# POSITION ANNOUNCEMENT



## Educational Technology – Technology Support Specialist

**Deadline for Application: May 24, 2024**

Cooperative Educational Service Agency 10 (CESA 10) is looking for an individual to serve as a full-time Technology Support Specialist to be based in the CESA 10 member districts. The Technology Support Specialist is primarily responsible for supporting and assisting with the technology needs of CESA 10 serviced districts, including staff and students. An associate degree in computer science, Information Technology, or related field is required. A bachelor's degree in these fields would be preferred.

### Related Skills:

- Knowledge of technology and networking systems
- Knowledge of emerging trends in technology
- Ability to diagnose and resolve technical issues
- Ability to articulate technical concepts effectively to non-technical audiences
- Ability to exercise initiative and independent judgment to carry out work assignments
- Excellent oral and written communication skills

### Performance Responsibilities:

- Assist with planning, implementation, maintenance, and documentation of computer information networks/systems.
- Provide assistance and training to all district staff and students in the use of computer networks and workstations.
- Provide timely help desk support via telephone, computer, in-person, and through the help desk ticketing solution for most issues related to computer software, hardware, and peripherals.
- Provide 24-hour support for hardware and services critical to operations.
- Document user interactions regarding computer information systems.
- Perform routine technical assistance and maintenance duties.
- Maintain and update record keeping system; may document projects and maintain user instructions.
- Assist with inventory management.
- Assist with review, evaluation, and recommendation of solutions relating to hardware and software acquisitions and/or network updates.
- Assist with implementation of new technologies.
- Troubleshoot and resolve general system hardware, software, telephone, email, and network failures and issues.
- Maintain currency of knowledge with respect to technology, equipment, applicable laws, regulations, standards and/or systems.
- Escalate issues to Tier 2 as needed, as well as set appropriate expectations for follow-up.
- Communicate and collaborate as part of a team, sharing information, learning from each other, and maintaining the common goal of solving computer and network problems quickly and efficiently.

Complete job description information is located at: <https://www.cesa10.k12.wi.us/employment> - Educational Technology

This is a full-time position. Salary will be competitive. An excellent benefit package will be provided which includes health, dental, life and disability insurance, retirement benefits, Wisconsin Retirement System pension, and paid time off. Interested applicants should send cover letter, resume, letters of recommendation, and salary history to [lmcmahon@cesa10.k12.wi.us](mailto:lmcmahon@cesa10.k12.wi.us). Deadline for applications is May 24, 2024.

**Human Resources  
725 W Park Ave, Chippewa Falls, WI 54729**

*It is the policy of CESA #10 to afford equal opportunity for employment to all individuals regardless of age, race, religion, color, sex, national origin or ancestry, handicap, physical condition, developmental disability (as defined in S.51.01(5)), arrest or conviction received (in keeping with S.111.32), sexual orientation or marital status.*