



Job Description

Professional Technical Support Specialist – RemotEDx Connectivity Champion Management Council of Ohio Education Computer Network

Reports to: Director and/or Project Manager

Overview: Provides support and training for ITCs and school districts across designated areas of Ohio. Interfaces with schools, districts, families and vendors on behalf of ITCs, ODE and the Management Council to increase and optimize connectivity between home and schools primarily to facilitate remote learning. There will be an emphasis on solutions involving adaptive technologies for students with exceptional needs. May also be tasked with maintaining documentation, providing help desk support, communicate with ITCs, ODE, districts, Management Council and vendors in a timely manner, and provides responsive assistance to all impacted entities to resolve issues.

Specific Duties:

1. Provides technical assistance and support for issues related to connectivity that facilitates remote learning, including adaptive and assistive technologies.
2. Sources items on behalf of schools, districts, and ITCs.
3. Performs troubleshooting through diagnostic techniques and pertinent questions.
4. Pursues optimal solutions based on the issues and details provided by ITCs, schools, and end users.
5. Directs unresolved issues to the next level of support personnel.
6. Records events and problems and their resolution in the help desk system.
7. Communicates regularly with relevant parties to provide status updates and resolution details.
8. Passes on any feedback or suggestions from end users to the appropriate internal team.
9. Provides connectivity training using appropriate delivery methods.
10. Maintains technical and operational documentation of activity and reports regularly.
11. Keeps current with technology and remote learning issues.
12. Maintains open communication and a cooperative relationship with related external agencies and organizations.
13. Demonstrates functional skill to take ownership, troubleshoot and resolve technical issues in a single customer interaction to maximize the customer experience in an organized and efficient manner.
14. Performs such other relevant duties as may be assigned by the Director and/or Project Manager.

Core Principles

1. Performs as a reliable and effective member of the Connectivity Champion Division and the Management Council Team.
2. Conducts all work in a professional manner through excellent interpersonal skills, effective communication, courteous manners, a positive attitude, and cooperative demeanor.
3. Participates in on-going professional development as stipulated by the Management Council.

4. Remains free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment with the Management Council.
5. Demonstrates professional ethical behavior and serve as an appropriate representative of the Management Council.
6. Adheres to all the rules and regulations of the Management Council and the State of Ohio.
7. Handles sensitive information with integrity and confidentiality.

Typical Performance Measures:

1. Performs job duties in a consistently high manner.
2. Participates in team meetings, professional development, and other collaborative activities.
3. Demonstrates willingness to provide skills, expertise, and experience in support of team members and Management Council staff.
4. Displays a positive attitude and is considerate and professional in sharing ideas and discussing ideas proposed by others.
5. Meets or exceeds any standard benchmarks available for evaluation of performance.

Qualifications:

1. Two to four years of post-secondary education or four or more years equivalent experiences working with and supporting technology and solutions in education or similar industry.
2. Proficient experience with major business applications and connectivity technologies.
3. Demonstrated understanding of education-related issues, with emphasis on remote learning.
4. Demonstrates ability to manage multiple tasks and priorities.
5. Highly self-motivated and self-directed, with attention to detail.
6. Possesses strong analytical and organizational skills.
7. Proven working experience in providing support through remote systems.
8. Ability to interact and communicate effectively with superintendents, technology coordinators, connectivity vendors, ITC Personnel, and ODE officials.
9. Ability to occasionally drive and travel throughout Ohio as needed.

Position Status:

1. This has been determined to be a non-exempt position under the Fair Labor Standards Act.
2. This is initially a 9-10 month position funded through the CARES Act.