

Telephone: 906-863-5665



Fax: 906-863-7776

JOB POSTING

POSITION: TECHNOLOGY SUPPORT SPECIALIST

QUALIFICATIONS: Minimum of an Associate's Degree in computer science or related field Preferred; **experience working within schools strongly preferred.** Successful experience working with a variety of technology systems. Be able to demonstrate continual growth and application of learning. Excellent, "pro-active" communication skills. Motivated; reliable, strong work ethic, with a passion for leveraging technology to serve students and staff in Menominee County.

SALARY & BENEFITS: Excellent salary & benefit package. Based on education and experience.

APPLICATION DEADLINE: **May 29, 2025**

START DATE: **July 1, 2025**

To apply, fill out the application on our website:

<https://www.mc-isd.org/departments/human-resources/employment/>

Notice of Non-discrimination

It is the policy of Menominee County Intermediate School District not to discriminate on the basis of race, color, national origin, gender/sex, age, disability, height, weight, marital status, or lack of English language speaking skills, in its programs, services or activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Human Resources/Office Manager, 1201 41st Ave, Menominee, MI, 49858. (906) 863-5665. MCISD is an E.O.E.



TITLE: TECHNOLOGY SUPPORT SPECIALIST

POSITION SUMMARY:

The Technology Support Specialist is responsible for working with the Technology Director to ensure “up-time” for the ISD and local districts as they use operational and education technology tools.

QUALIFICATIONS:

- Minimum of an Associate’s Degree in computer science or related field preferred; **experience working within schools strongly preferred**
- Successful experience working with a variety of technology systems
- Be able to demonstrate continual growth and application of learning
- Excellent, proactive communication skills
- Motivated; reliable, strong work ethic, with a passion for leveraging technology to serve students and staff in Menominee County.

REPORT TO: Technology Director

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Support the operation of technology equipment
- Work with Technology Director to support network, user environment, directories, and security for networks.
- Use diagnostic skills, and then troubleshoot/address computer/network/software issues
- Contact vendors and others as needed for technical assistance as directed.
- Manage software, online resources, apps, and updates when/where needed (PowerSchool, Illuminate, Clever, etc.)
- Assist with ensuring the consistency and integrity of backups for district data
- Assist with maintaining a secure network environment from intrusions/infection, and work with Technology Director to manage content filtering for CIPA (Children’s Internet Protection Act)
- Provide technology support for the ISD and consortium districts (teaching staff, food service, administration, pupil accounting, business offices, Adult Education)
- Document hours using the Help Desk and/or as directed by the technology coordinator
- Provide and/or support end-user training on technology solutions
- Prepare and set up technology equipment for various meetings and training as needed
- Possess valid driver’s license and maintain all required professional licensure
- Pass all required background checks
- Ability to work independently and as part of a team
- Maintains confidentiality
- Regular and reliable attendance

Communications:

- Demonstrate strong interpersonal skills and be able to respond to others respectfully, with patience and understanding, knowing that technology proficiency may vary depending on the stakeholder involved.
- Demonstrate effective communication skills for effective collaboration with the team.

Organizational Skills & Other Qualities:

- Meet deadlines with excellent follow-through
- Assist with and maintain technology inventories (equipment, license agreements, passwords, software, etc.)
- Work independently and as a member of a team
- Excellent written and verbal skills
- Daily travel to local schools and attend to conferences
- Strong organizational skills with attention to detail
- Performs other duties as assigned.
- Carry out the mission and values of the MC-ISD

TERMS OF EMPLOYMENT: Full-time, non-union at-will position

EVALUATION: Performance will be evaluated in accordance with provisions of the Board Policy.

My signature below signifies that I have reviewed the contents of my job description and that I am aware of the requirements of my position. I further certify that I am aware of and have the opportunity to review the Menominee County Intermediate School District Bylaws and Policies which are housed in the Superintendent and Departmental Offices during normal business hours.

Signature

Date

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