



# NOTICE OF VACANCY

Application Deadline: UNTIL FILLED

Posting Date: November 19, 2019

**TITLE:** Information Technology Support  
**REPORTS TO:** Technology Director

**SUPERVISES:** N/A

**TERM:** Salary

**JOB GOAL:** Haywood County Schools is seeking an Information Technology Support Specialist to assist with the day to day operations. You will be responsible for setting up the various hardware and software components, as well as troubleshooting and resolving any issues along the way.

To be a successful Support Specialist, you should have an excellent ability to solve problems using your in-depth understanding of network technologies and networking tools. The top candidate will also be a strong team player, able to collaborate with other team members of the IT team to ensure the network runs smoothly.

## QUALIFICATIONS AND TRAINING:

1. Certificate, Associates or Bachelor's degree in Computer Information Systems.
2. Ability and willingness to learn new systems and technology.
3. Demonstrated ability in handling confidential matters in an ethical manner.
4. Knowledge of principles and practices of network design and administration.
5. Sound organizational skills and an ability to recognize and change work priorities in a timely fashion.
6. Valid Tennessee driver's license is required for travel between district school buildings.

**EVALUATION:** Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

**PERFORMANCE RESPONSIBILITIES:**

**ESSENTIAL FUNCTIONS:**

1. IT Support Specialist are responsible for assisting with the installation and configuring an organization's infrastructure, including hardware components, cabling, and network software.
2. Set-up, install and maintain printers, computer peripherals, and their related software.
3. Set-up, install, and maintain district computer systems. Recommend and/or install workstation hardware and software upgrades.
4. Configure and maintain district Wi-Fi Network at all sites.
5. **Good knowledge of LAN/WAN networks, TCP/IP protocols and network technologies**
6. Provide support to end users through their requests for services by troubleshooting.
7. Good communication skills and aptitude for customer support.
8. Provide support to the network administrator(s) by being able to backup/restore files on the network, shutdown and/or reboot servers in the correct sequence in case of need, perform basic administration tasks on user accounts while maintaining data integrity and network security.
9. Provide input as needed for school technology planning and network operation.
10. Perform other duties as assigned or delegated by the Technology Director.

**APPLICATION PROCEDURE:**

Submit a Resume to: [Anthony.Wicker@hcsk12.net](mailto:Anthony.Wicker@hcsk12.net)

Position is available until filled.