

Job Description

Technology Support Specialist
Washington State School Directors' Association

Department: Communications

FLSA: Non Exempt

Updated: Jan 2019

Report to: Executive Director

Supervises: N/A

General Description and Responsibilities:

This position provides technical support for website, databases, social media and email services, and assists board members and employees with WSSDA's technology.

- Provides hardware, software, and application support.
- Ensures the security, data confidentiality and integrity of agency data systems.
- Assists with updates and functionality of the WSSDA web site.

Required Duties and Responsibilities:

- Support all agency technology systems and projects to serve customers and meet state and federal requirements.
- Coordinate integration with state-sponsored technology standards and initiatives.
- Advise on personal computer and technology needs, have lead in procurement and implementation, and provide support and maintenance.
- Ensure compliance with all technology-related agency policies and procedures.
- Analyze technology systems and applications to identify problems, opportunities, and solutions, and implement on-going improvements.

Essential Functions:

- Updates web content using content management systems.
- Track analytics for web traffic and social media, and assist in archiving.
- Provide support for databases, computer hardware and software products.
- Provide off-site technology support for mobile employees, conferences, events, etc.
- Oversee security management and email archiving, and provide technical support for public records requests.
- Work well under pressure with competing deadlines in a team environment.
- Be available for occasional evening and weekend work, and travel.
- Communicate effectively orally and in writing.
- Maintain regular, timely work attendance.

- Engage in professional development.
- Able to lift heavy computer equipment.
- Perform other related duties as assigned.

PREFERRED QUALIFICATIONS

Education and Experience

- Minimum of two years professional-level experience in information technology.
- Minimum of a two-year degree in computer science or closely related field.

Communications Officer

Executive Director

Date: _____

Date: _____