



EAST JOB DESCRIPTION

JOB TITLE: Technical Resource Specialist
DEPARTMENT: Technical Services Group

SUMMARY: The Technical Resource Specialist responds to requests for technical assistance generated by EAST students, facilitators, and the EAST staff. This position coordinates the setup and configuration of the EAST training and meeting spaces; and offers technical assistance as needed. They work to ensure the smooth operation of EAST technical systems, EAST Student Training, and coordinate with other team members on tasks and projects. Team members also work with EAST staff to provide training, deliverables, and support for EAST Professional Development, EAST events, and new EAST program installations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Install and configure EAST software and hardware
- Support EAST network servers and technology tools
- Monitor and respond to technical support requests (Help Tickets, Phone calls, email) in a timely manner with a customer-centric, quality-first, focus
- Set up EAST accounts and workstations
- Monitor EAST performance and maintain systems according to requirements
- Troubleshoot technical issues and outages internally and EAST programs
- Develop knowledge to train staff on new technologies
- Configure networks (LAN, WAN) and patch management
- Maintain EAST system security (e.g. intrusion detection systems) and data backup/recovery
- Create scripts in Powershell, Python, Perl or other languages to automate server backups
- Ensure technology and meeting rooms are prepared and ready for organizational needs
- Assist with technical needs, preparation, and planning for internal and external events
- Provide technical & logistical assistance for the procurement and installation of new EAST programs
- Coordinate and perform on-site technical visits at local schools as necessary
- Stay current on emerging technology and trends for application in an EAST setting
- Develop learning resources (tutorials, videos, etc.); document solutions to technical issues for future use, revise and maintain technical documentation, manuals and IT policies in the EAST online wiki
- Develop and deliver presentations to various audiences
- Ensure EAST IT security through access controls, backups and firewalls
- Clean and renovate onsite and virtual storage spaces as needed
- Support staff technology checkout system
- Other duties as assigned

SECONDARY DUTIES:

- Assist staff with special projects
- Provide technical training to students and facilitators as necessary
- Work with staff and committees to plan and deliver the Annual Conference and other events

QUALIFICATIONS:

- Previous experience in IT, customer service or related fields preferred
- Strong troubleshooting and critical thinking skills
- Positive and professional demeanor and Ability to collaborate in teams
- Basic Understanding of the technology provided in EAST classrooms
- Basic knowledge of EAST methodologies
- Ability to provide remote support to students and facilitators in EAST classrooms
- Ability to self-manage a dynamic list of support requests
- Ability to support staff technology needs (in the office, in the field, and at special events)
- Understanding of EAST technologies and the ability to support them
- Ability to make independent decisions and take calculated risks
- Ability to communicate and build a rapport with a diverse population of support seekers
- Familiarity with various operating systems and platforms
- Ability to travel overnight
- Must be detail-oriented and able to make sound decisions
- Must have a current, unrestricted driver's license
- Experience with and the aptitude to learn Adobe CC products (at a minimum Adobe Premiere and Adobe Audition)

SUPERVISORY RESPONSIBILITIES:

- None

EDUCATION AND/OR EXPERIENCE:

- Associate or Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience (required)
- Industry certifications such as CompTIA A+ or Microsoft Certified Professional (preferred)

LANGUAGE SKILLS:

- English language: including punctuation, spelling, grammar, and writing technique
- Excellent written and verbal communication skills

REASONING ABILITY:

- Ability to problem solve using deductive reason skills in a timely manner

MATHEMATICAL SKILLS:

- Basic skills including but not limited to addition, multiplication and division of whole numbers, decimals and fractions

PHYSICAL DEMANDS:*

- Ability to occasionally lift 35 pounds
- Ability to drive a car

- May frequently be required to stand, walk, use hands, reach, stoop, kneel or bend, talk or hear
- *Requests for accommodations need to be directed to Human Resources.*

WORK ENVIRONMENT:

- Quiet to moderate noise level
- Fast paced and positive
- Co-working space

Signature _____ Print Name _____ Date _____