



Flour Bluff Independent School District Job Description

JOB TITLE: Technical Support Specialist

WAGE/HOUR STATUS: Nonexempt

NUMBER OF DAYS: 260

REPORTS TO: Technology Director

DATE REVISED: 01/2025

PRIMARY PURPOSE:

- The role of the Technical Support Specialist is to maintain, configure, and operate the district's enterprise-wide systems, data center operations, and servers.

QUALIFICATIONS:

Minimum Education/Certification:

- Two years' experience in Information Technology related field.

Preferred:

- Five years' experience in Technical Support and Server Operating Systems.

MAJOR RESPONSIBILITIES AND DUTIES:

SERVER ADMINISTRATION

ROLE 1:

1. Recommends hardware, software, and related resources in related field.
2. Administers system administration of Microsoft solutions. Active Directory Administration, Windows Server environment, and support the operation of Virtual Computing and Storage Area Networks.
3. Supports the FBISD Technology Plan.

TECHNOLOGY ADMINISTRATION

ROLE 2:

4. Participates in developing, implementing, and evaluating district and campus improvement plans.
5. Administers the District's Print Management Solutions, and all Mobile Device Management solutions.
6. Serves as escalation resource to IT staff in resolving complex issues.
7. Administer and maintain system wide security camera systems.

CYBERSECURITY & DATA SECURITY

ROLE 3:

8. Promotes responsible digital citizenship among students, teachers, and the district community, emphasizing safe and ethical use of technology.
9. Design, configure and validate all critical systems redundancy and failover to ensure maximum uptime.
10. Design, plan, and implement a disaster recovery plan for the District's Server Environment.

PROFESSIONAL GROWTH and DEVELOPMENT

ROLE 4:

11. Researches the use of newer technologies in instruction.
12. Displays a professional image of maturity and emotional control.
13. Develops needed professional skills appropriate to job assignment.
14. Provides leadership in addressing challenges facing instructional technology.
15. Engages in ongoing professional learning and networking opportunities to stay current with best practices in educational technology and shares this knowledge with teachers, staff, and administrators.
16. Performs other related duties as assigned within the appropriate skill and experience capabilities expected for this position.
17. Exhibits punctuality and dependability in performing responsibilities.
18. Projects a positive attitude about self and professional responsibilities.

19. Adheres to and complies with state, district, and school regulations and policies for staff.
20. Adheres to the Professional Ethical and Legal Standards in relationships with students, teachers, parents, patrons, peers, and support personnel.
21. Adheres to FBISD "Hornet Points of Pride" professional district standards.

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used:

Standard office equipment including personal computer and peripherals.

Posture:

Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting.

Motion:

Repetitive hand motions; frequent keyboarding and use of mouse; occasional reaching.

Lifting:

Occasional light lifting and carrying (less than 15 pounds).

Environment:

May work prolonged or irregular hours.

Mental Demands:

Work with frequent interruptions; maintain emotional control under stress.

The above statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list.