



PLEASE POST
HAMEN PUBLIC SCHOOLS
HAMDEN, CT 06517
May 4, 2022

ANNOUNCEMENT OF TWO POSITIONS OPEN

DESKTOP SUPPORT SPECIALISTS

Employee Qualifications:

1. Associate/Technical degree or equivalent experience in a technology support position
2. Knowledge of a variety of workstations, printers, network devices and other peripherals
3. Microsoft and A+ Technician certifications required
4. Experience with Microsoft Windows, Office, and Macintosh OSX operating systems
5. Demonstrated knowledge of public schools and their computer applications desirable
6. Such alternatives to the above qualifications as the Superintendent or the Board may find appropriate and acceptable

Essential Performance Responsibilities:

1. Use Help Desk (Track-IT) work order database to manage support calls and assignments
2. Installs, configures and upgrades all workstation hardware and software
3. Maintains the effectiveness, availability, reliability and security of district computers and related peripheral devices and applications
4. Provides Level 1 and Level 2 workstation support
5. Assists end-users with developing application skills
6. Works effectively as a team member, sharing information, work load and resources with other team members
7. Develops and implements procedures to effectively maintain the technical environment
8. Implements all software patches and updates in an expedient manner with the least impact on the user community
9. Communicates effectively with users, administrators, and other technical personnel
10. Assumes other duties and responsibilities as directed by the Superintendent, Assistant Superintendent or Director of Instructional Technology

All applicants must apply online at www.applitrack.com/hamden/onlineapp.

The deadline for replies is May 18, 2022 by 4:00 p.m.