



## **The Lamplighter School**

11611 Inwood Road  
Dallas, TX 75229  
214-369-9201

### **Title: Technology Specialist**

**Classification:** Salary, Non-Exempt

**Reports to:** Director of Operations

**Work Schedule:** 12 month; M-F 8:00 a.m. – 4:00 p.m.

### **Summary Description:**

The Technology Specialist will assist the Network Administrator with troubleshooting and daily maintenance of individual computers and the network. Perform other work as assigned by the Director of Operations.

### **Essential Duties and Responsibilities:** Other duties may be assigned.

- Performs Mac and PC upgrades.
- Monitors printer supplies and replacement of cartridges.
- Enters data into database systems in a timely manner.
- Responds to user requests for technical assistance and requests for service.
- Provides support to all users.

### **Education and Experience:**

- High School diploma required and community college or college coursework.
- A minimum of two (2) years of demonstrated experience with computer desktop support in an enterprise level organization working in the support of a Windows/MAC computing environment.
- Knowledge and experience with database technology.

### **Job Knowledge, Skills, and Abilities:**

- Ability to communicate clearly and concisely with school staff and students.
- Demonstrate considerable knowledge of computers (both Apple & PC) and all aspects of the Microsoft Office Professional software programs.
- Working knowledge of computers and related instructional technology devices.
- Working knowledge of software programs utilized in the school.
- Ability to troubleshoot minor problems with computer equipment.
- Working knowledge of installation of computer hardware and software.
- Ability to train staff in the use of hardware and software.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
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### **Physical Demands:**

- Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 50 pounds to waist height.