How Technical Services Education Support Professionals Make Public Schools Great for Every Student

Technical services professionals are at the center of all efforts to maintain high standards of technology and communications in great public schools. We install, repair and upgrade vital computers and networks that enable the timely communication of essential information between parents, school district employees, and students.

We mentor students, teachers, and staff in the use of the latest computing and telecommunications technologies. In order to maintain high standards, technical services professionals are continually learning about the trends and innovations in our fields. Sharing this knowledge directly contributes to student success in our rapidly changing world.

To order additional copies of this brochure, send your request to esp.program@nea.org

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We're NEA Partners in Education
Technical Services ESPs Together we make things happen and Proud of It!
NEA's Technical Services Members Are:

**Well-educated.** Seventy-nine percent of us have attended college. Thirty-one percent have an associate’s degree, and 28 percent have a bachelor’s or advanced degree.

**Committed.** On average, NEA’s technical services members have been working as education support professionals for 11 years. Eighty-five percent of us work at school buildings, 15 percent work at central offices or administrative centers, and 14 percent work at multiple sites. Ninety-four percent work full time.

**Active in the school community.** Sixty-seven percent of us live in the school district in which we work. Thirty-one percent have coached or supported a sports program. Twenty-seven percent have volunteered to read books to students. Twenty-four percent have coached or supported a sports program. Twenty percent have taught or supported art or musical activities. Eighteen percent have volunteered to read books to students. Twenty percent have taught or supported art or musical activities. Eighteen percent have volunteered to read books to students.

**Focused on safety.** Sixty-one percent of NEA technical services professionals have job responsibilities that involve promoting school safety. Thirty-four percent of us have intervened to stop bullying behavior in school. Twenty-four percent have intervened to stop school violence such as harassing, threatening, or intimidating others.

**Technical Services Jobs Include:**
- Audiovisual, Language, Science, Mechanical, and Electrical Technicians
- Computer Operators and Programmers, Systems Analysts, and Data Processing Specialists
- Media and Public Relations Specialists, Writers, and Editors
- Designers, Photographers, and Graphic Artists

**Workplace Conditions and Issues**

Technical services professionals need job descriptions that reflect both current technology and our responsibility to keep up with it. Fifteen percent of us do not have a job description. Among those who have one, 21 percent think that it does not accurately describe what we do. Fifty-six percent have no input into our job descriptions. Fifty-nine percent are asked to perform duties outside of our job descriptions.

We are concerned about contracting out. Seventeen percent of NEA ESP members report that technical services are being contracted out in their school districts.

We often perform support services for many different individuals and departments. We need clear, consistent policies that address issues that arise over scheduling, priorities and the use of overtime. To keep our skills up-to-date, we need ongoing access to training and professional development.

Though we would like higher salaries, technical services professionals enjoy the freedom we have to decide how to do our jobs and the fulfillment we get from our work.