EXTERNAL POSTING
VACANCY ANNOUNCEMENT

Job Title: Technology Support Specialist
Job Classification: Professional A – FSO Bargaining Unit
Supervisor: Director of Information Technology
Location: IT Department – FEA Headquarters, Tallahassee, FL (statewide travel required, including weekends)

Position Summary: The Technology Support Specialist reports to the Director of Information Technology and is responsible for providing technical support for software, systems, hardware, and connectivity for users across the state. Excellent customer service skills are necessary to succeed in this position, as well as the ability to collaborate with the IT team to identify and implement solutions.

Qualifications:
• A bachelor’s degree from an accredited college or university in a technology related field or 4+ years of professional work experience in a technology position.
• Experience working in a team-oriented, collaborative environment preferred.
• Experience working in an association or labor union environment preferred.
• Ability to travel across the state, sometimes with little notice is required.

COMPETENCY FRAMEWORK – Incumbent must embrace, exhibit and possess the following effectiveness competencies:
• Experience with supporting various devices and configurations including but not limited to:
  o Microsoft Windows based desktops, laptops
  o Microsoft client/server applications
  o Microsoft servers
  o Macintosh desktops and laptops
  o Phones/mobile devices
• Experience with installing, testing, and troubleshooting devices listed above
• In-depth knowledge and experience working with:
  o Microsoft Windows 7 and above client operating systems
  o Server 2008 and above server based operating systems
  o Microsoft Office Professional 2013 and above applications (Word, Excel, PowerPoint, Access, Outlook) is essential
• Knowledge of Microsoft Office 365 applications and tools including setup and configuration
• Knowledge of Microsoft Azure cloud platform and services
• Analytical thinking and problem-solving capability
• Great attention to detail and time-management skills
• Strong customer-service skills
• Motivated to research and understand latest technologies and software
• Ability to communicate ideas in both technical and user-friendly language
**Specific Duties and Responsibilities:**

1. Scope, configure, and maintain FEA headquarters and field computer and hardware platforms including desktop and laptop systems.
2. Configure and support/debug issues with devices used at FEA headquarters and in the field including but not limited to:
   a. Local and network printers and copiers
   b. Docking stations
   c. Mice
   d. Keyboards
   e. Monitors
   f. Network connectivity
   g. Backend systems used by these devices such as FTP folders
3. Support end users to help them understand how to effectively use their systems and software.
4. Manage network user accounts using a variety of tools including Active Directory and other software suites.
5. Maintain and manage the supply/storage room within the IT department.
6. Liaise with vendors to scope and order computer hardware systems and components. (laptops/desktops/monitors/keyboards/mice/printers, etc.) including supplies and software and hardware needed for FEA headquarters and field computers.
7. Handle all support duties associated with the help desk by providing problem solving, information about software/hardware, network usage and department procedures based on own knowledge or referring to appropriate Information Technology Department staff and resources.
8. Participate in the planning, implementation, and support of new hardware and software systems.
9. Perform routine preventive maintenance on hardware and software systems in use at FEA and field locations.
10. Assist users in identifying their Information Technology needs.
11. Identify tools for end users to make them more efficient in the performance of their jobs.
12. Conduct a variety of user trainings for both FEA headquarters and field users ranging from one-on-one training up to and including classroom training.
13. Ensure provisioning of computers and other equipment for conventions or meetings requiring such functionality.
14. Assist with reporting inventory of all leased and fixed-asset computer related equipment using appropriate software tools and documentation strategies including labelling and organization. This is a shared responsibility with others in the department and across departments.
15. Travel to offices/locations as needed to support issues that cannot be fixed remotely.
16. Monitor, maintain and correspond in a timely manner to requests and tasks put forth.
17. Other duties as assigned by the Director of Information Technology Services.

**General Responsibilities:**

1. Acknowledge and support the advancement of FEA’s vision, mission, and strategic goals.
2. Identify, contribute to, and support new opportunities to advance FEA’s vision, mission, and strategic goals.
3. Perform all work assignments in a manner that effectively and efficiently utilizes FEA resources.
4. Contribute to and support the development and implementation of departmental and interdepartmental programs and services.
5. Perform all duties, responsibilities, and assignments within the guidelines outlined in the FSO/FEA Collective Bargaining Agreement and in accordance with FEA Policies and Procedures.

Compensation & Benefits: The salary for this position is determined by the negotiated agreement between the Florida Education Association and the Florida Staff Organization based on credited experience. FEA provides medical, dental, vision, life, and long-term-disability insurance to its employees with no employee premiums. Additionally, FEA provides employer-paid retirement options, vacation leave, sick leave, and paid holidays.

How to Apply: Interested candidates should submit a cover letter and resume via email to feahr@floridaea.org. Candidates will be reviewed on a rolling basis. Candidates that apply on or before November 25, 2019 will receive preferential treatment.

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Consistent with the FEA Affirmative Action Plan, minority, female, and physically challenged applicants are encouraged to apply. Please contact FEA’s Office of Human Resources at 850-201-3215 or feahr@floridaea.org to request an accommodation during the application process.