



## TECHNICAL SERVICE MEMBERS

We ensure high standards of technology in our schools. We are responsible for maintaining, troubleshooting, and supporting computers and other hardware and software applications, including all forms of technologies that enable the timely communication of information between families, school employees, and students. We mentor students and all staff in the latest computing and internet technologies. To maintain high standards, technical service education support professionals (ESPs) are continually learning about the latest trends and innovations in our field. Sharing and applying this knowledge contributes to student success in our rapidly changing world.

We keep student, school and district technology up-to-date

We facilitate student learning

We increase communication and information sharing

## TECHNICAL SERVICE CAREERS

AUDIOVISUAL, LANGUAGE, SCIENCE, MECHANICAL, AND ELECTRICAL TECHNICIANS  
COMPUTER OPERATORS AND PROGRAMMERS  
SYSTEMS ANALYSTS  
DATA PROCESSING SPECIALISTS  
MEDIA AND PUBLIC RELATIONS SPECIALISTS  
WRITERS AND EDITORS  
NON-MANAGERIAL SUPERVISORS

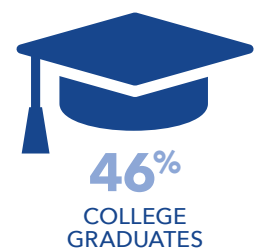
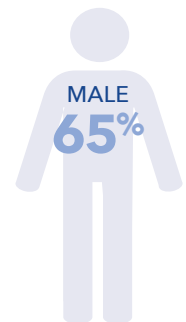
“ I assist both students and faculty with all things technology. My primary responsibility is to maintain our learning management system, Canvas. I proctor on-campus exams for our online learners as well as business and industry certifications. In a typical month, we assist 300+ students and, on average, 100+ faculty. It's never a dull moment!

- Technical Services Professional ”

Technical services is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA technical service members meet the needs of the whole student, ensuring students and schools succeed.



## FAST FACTS



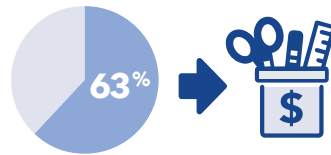


## PREK-12 EDUCATION SUPPORT PROFESSIONAL (ESP) MEMBERS

### We are...

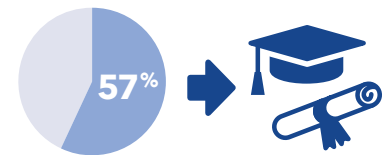
#### Committed to Public Education and Students

- A significant source of ESP job satisfaction is their personal fulfillment from working with students.
- A majority (**62%**) of ESPs are assigned activities involving special education students.
- A large majority (**76%**) of ESPs have responsibilities promoting school safety.
- More than 3 out of 5 (**63%**) ESPs have spent their own money to purchase food or school supplies for students at an average of **\$282**.



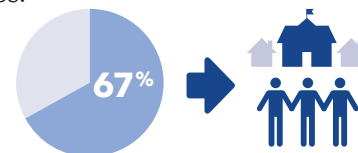
#### Experienced and Educated

- On average, ESPs have been employed in their ESP field for **13** years.
- A majority (**65%**) plan to stay in their current profession until retirement.
- Over half (**57%**) of ESPs have an associate's or more advanced degree.



#### Engaged with Families and Community

- A majority (**64%**) of ESPs have volunteered their time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly one-third (**31%**) of ESPs have supported activities of a parent organization, and **18%** coach or support a sports program.
- The majority (**67%**) of ESPs live in the communities where they work, and many volunteer in those communities.



### We deserve...

#### Greater Awareness of ESP Contributions to Public Education



#### Better Wages and Salaries

A majority (**68%**) of ESPs indicated a problem with making a **living wage**, and over half had a problem buying food (**51%**).

The average annual salary is **\$34,490**.



#### Quality Professional Development

Only **23%** of ESPs are very satisfied with professional development opportunities; **77%** are not.



#### Sufficient Staffing

A large majority (**76%**) of ESPs are asked to perform duties outside their job description.



#### Respect and Inclusion

Only one-third (**33%**) of ESPs are very satisfied with the respect received in school; **66%** are not.

