

Classification Description

Information Technology Specialist

Intermediate District 287

RESPONSIVE. INNOVATIVE. SOLUTIONS.

Summary of Scope of Classification

This class is accountable for performing a full range of end-user technical support for a variety of hardware, software, audio/visual, and/or network issues.

Education and Experience Requirements

- Three (3) years experience in information technology (IT) operations support or another IT related support area. Prefer one IT related certification.
- Substitution Allowed: Education in a job relevant field may be substituted for general experience.

Knowledge, Skills, and Abilities

- Knowledge of:
 - Function and use of information systems and technology;
 - IT equipment;
 - Help desk management tools and utilities;
 - Computer operations;
 - Data control functions specific to job;
 - IT maintenance and documentation;
- Skilled in:
 - Oral and written communications;
 - Technical problem solving;
- Ability to:
 - Install and maintain hardware, software, and basic network components;
 - Examine and troubleshoot operational and data communication problems;
 - Prepare and maintain records, logs, and reports;
 - Work with individuals from diverse backgrounds;
 - Experience working in youth-serving organizations is preferred

Essential Functions

The following identifies the primary and essential functions of the position and is not intended to be an exhaustive listing of all duties.

- Provides a variety of user support services;
- Provides help desk and/or problem solving services for users by responding to calls, emails, tickets, and personnel requests for technical support;
- Assists users by determining and/or troubleshooting problems with network, hardware, and software;
- Escalates more complex problems to higher level information systems staff;
- Uses hardware and/or software aids and diagnostic tools to troubleshoot issues;

Reports to
Technology Support Manager

Department
Information Technology

Bargaining Unit
Unaffiliated

FLSA Designation
Exempt

Position Band/Grade

Position Supervises
N/A

Position Classification Last Reviewed
May 2026

- Installs and configures printers, scanners, monitors, docks, and other peripherals;
- Assists users with problems in utilizing software applications specifically regarding word processing, spreadsheets, and other office productivity software;
- Acts as a liaison between users, information systems support staff, and vendors;
- Provides user support training;
- Maintains materials such as documentation, manuals, user guides, and training materials;
- Performs, coordinates, or assists in purchasing, acquisition, installation, placement, storage, maintenance, inventory, and distribution processes of information systems equipment and software products;
- Maintains service logs, on-line trouble logs, and inventories of technology assets;
- Learn and troubleshoot educational hardware and software, including iPads, chromebooks, laptops, smartboards, AAC devices, and associated applications;
- Perform other duties as required.

Working Conditions

Frequency: Place an “X” in each box that is appropriate to the job. Follow other instructions as written.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)	CONSTANTLY (C)			
0% OR Never on Shift	1-33% of Shift				34-66% of Shift	67-100% of Shift			
Physical	N	O	F	C	Physical	N	O	F	C
What is moved – computers/printers & binders	☐	☐	☒	☐	Grasping	☐	☒	☐	☐
Describe movement: lift, push, pull	☐	☐	☐	☐	Twisting	☐	☒	☐	☐
Lower, carry, reach above	☐	☐	☒	☐	Repeat Motion	☐	☐	☒	☐
Standing	☐	☐	☒	☐	Fingering/Handling	☐	☐	☒	☐
Walking	☐	☒	☐	☐	Feeling	☐	☒	☐	☐
Sitting	☐	☒	☐	☐	Visual Acuity: near	☐	☐	☒	☐
Bending/Stooping	☐	☒	☐	☐	Visual Acuity: far	☐	☒	☐	☐
Kneeling/Duration	☐	☒	☐	☐	Depth Perception	☐	☒	☐	☐
Squatting	☐	☒	☐	☐	Color Discrimination	☐	☒	☐	☐
Climbing/Height	☐	☒	☐	☐	Peripheral Vision	☐	☒	☐	☐
Balancing	☐	☒	☐	☐	Talking	☐	☐	☒	☐
Crawling/Distance	☐	☒	☐	☐	Hearing	☐	☐	☒	☐
Reaching above shoulder	☐	☒	☐	☐	Running	☒	☐	☐	☐
Reaching at or below shoulder	☐	☒	☐	☐	Driving Automotive Equipment	☐	☒	☐	☐
Physical Surroundings					Environmental Conditions				

Cold (50 degrees F or less)	☐	☒	☐	☐	Chemicals	☐	☒	☐	☐
Heat (90 degrees F or more)	☐	☒	☐	☐	Gasses and Fumes	☐	☒	☐	☐
Exposure to abusive and/or offensive behavior and language	☐	☒	☐	☐	Confinement to small, restricted area	☐	☒	☐	☐
Inside Work	☐	☐	☐	☒	Exposure to unpleasant odors	☐	☒	☐	☐
Office or Classroom setting	☐	☐	☒	☐	Exposure to bodily fluids	☐	☒	☐	☐
Outside work	☐	☒	☐	☐	Dampness	☐	☒	☐	☐
Unprotected Heights	☒	☐	☐	☐	Extreme Noise, Vibration	☐	☒	☐	☐
Use Moving Machinery or Equipment	☒	☐	☐	☐					
Driving a motor vehicle	☐	☒	☐	☐					

Mental Requirements and Stress of the Position:

- Exposure to stressful situations, such as demanding customers, visitors, and the public.
- Must be able to concentrate on work tasks amidst distraction, such as interruptions from telephone calls, customers, co-workers, etc.
- Must exert self-control in very difficult situations or when dealing with difficult people.

The Intermediate District 287 Board of Education believes in these core values;

- Each person has intrinsic value.
- Each person has the capacity to contribute to society.
- When people with varying perspectives collaborate, the impossible becomes possible.
- Learning unlocks human potential.
- Integrity is essential for sustaining effective relationships.
- Respect for each person and the diversity of ideas enriches the person and strengthens society.
- Responsiveness and innovation are key to a thriving and changing world.
- Each person performs best when engaged, connected, and supported.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY THE EMPLOYEE ASSIGNED TO THIS POSITION. THEY ARE NOT TO BE CONSTRUED AS AN EXHAUSTIVE LIST OF ALL JOB RESPONSIBILITIES AND DUTIES PERFORMED BY PERSONNEL SO CLASSIFIED.

INTERMEDIATE DISTRICT 287 IS AN EQUAL OPPORTUNITY EMPLOYER. IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, THE DISTRICT WILL PROVIDE REASONABLE ACCOMMODATIONS TO QUALIFIED INDIVIDUALS WITH DISABILITIES AND ENCOURAGE BOTH PROSPECTIVE AND CURRENT EMPLOYEES TO DISCUSS POTENTIAL ACCOMMODATIONS WITH THE DISTRICT WHEN NECESSARY.