



Kalamazoo County Area Schools Employment Consortium

Employment Application

Openings as of 3/30/2016

Technology Support Specialist I

JobID: 3275

Position Type:

Technology/Computer Support

Closing Date:

04/08/2016

Date Posted:

3/30/2016

Location:

KRESA/Service Center

Division:

Technology Services

Position Type:

Part-time

Hours:

M-F 8:00-2:00

Responsibilities:

Provide application, software, and hardware support to end users by performing the following duties:

Provide phone support for web applications, software, VOIP phones and various other technology hardware used by KRESA staff.

Install and configure software such as Microsoft Office, anti-virus, application clients, print drivers, web browsers, etc.

Respond to requests for technical assistance in conference rooms.

Enter IT trouble tickets for all reported issues.

Maintain proper documentation.

Utilize remote control software in order to provide training or solve problems for end users.

Assist service personnel in asset tracking/inventory functions.

Qualifications:

Associates degree and six months related experience and/or training. Ability to communicate effectively. Ability to work in a team oriented fashion. Ability to efficiently use computers and applicable software. Ability to problem solve. Ability to read, analyze and interpret data. Embraces and supports KRESA philosophies related to diversity, inclusiveness and anti-racism. Ability to interact effectively with individuals from a wide range of cultures. Ability to discuss cultural differences with colleagues and clients. Ability to assess ones own strengths and limitations or challenges and integrate this understanding into interpersonal interactions.

Preferred Skills:

CompTIA A+ and/or Microsoft certifications are preferred. Ability to select and develop appropriate methods, skills and techniques attuned to people's cultural, multicultural or marginal experiences in their environments. Ability to effectively employ multicultural approaches in resolving problems.

Apply online at www.kresa.org/jobs

Kalamazoo RESA is an Equal Opportunity Employer/Program.

Auxiliary aids and services are available upon request to individuals.

It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on gender/sex, sexual orientation, race, religion, height, weight, color, age, national origin, disability or any other status covered by federal, state or local law be allowed during any program, activity, service or in employment. The following positions at Kalamazoo RESA have been designated to handle inquiries regarding the nondiscrimination policy: Director of Human Resources, Tom Zahrt. Contact information: 269-250-9200, 1819 E. Milham Avenue, Portage, MI 49002.

FMLA regulations require all employers to post the [updated FMLA notice](#).

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