



5301 Monona Drive, Monona, WI 53716

P: 608-316-1917

F: 608-221-7688

www.mononagrove.org

Position Description

Position Title:	Technology Specialist
Department / Location:	District Wide
Reports to:	Technology Coordinator
Employees Supervised:	None
Classification:	Non-exempt
Status:	12-month
Created / Revised:	December 10, 2025

Position Summary

Under the general supervision of the Technology coordinator, the Technology Specialist has primary responsibility for the diagnosis, repair, installation, and maintenance of network workstations, endpoints, mobile devices, A/V equipment, peripheral operating systems, and various hardware and software applications. Additionally, the Technology Specialist may be asked to provide phone system support and Help Desk management. Requests for support may come from multiple sources, including, but not limited to: walk-ups, phone calls, electronic ticketing systems, and email. The Technology Specialist will collaborate with staff members and vendors in the fulfillment of his/her duties.

Essential Functions and Responsibilities

This position description is not intended to be an exhaustive list of all duties, knowledge, or skills associated with this position, but is intended to accurately reflect the essential job elements. Any combination of the job functions shown below may be performed.

Essential Functions

- Serve as a primary support contact for multiple schools
 - Understand, respond, and adapt to changing needs in educational settings
 - Provide first-line walk-in support for students and staff
 - Provide support via phone, email, and helpdesk ticketing system, for staff and students
 - Provide second-line support for issues escalated from the district Library Media team
 - Ensure all pertinent end-user identification information has been documented including name, location, contact information, and nature of problem or issue.
 - Access software updates, drivers, knowledge bases, and frequently asked question resources on the Internet and other resources to aid in problem resolution.

- Assist with various hardware platforms such as MacBook, iPad, Promethean Board, SMART Board, Smart TV, Apple TV, Chromebooks, projectors, document cameras, printers, and MFPs
 - Assist staff and students with software platforms including Skyward, Canvas, Classlink, Google Workspace, Adobe, Microsoft Office, etc...
 - Assist with account issues and password resets for portals such as Active Directory and Google
 - Triage issues and route/escalate tickets to the appropriate tech resource
 - Resolve or escalate tech support issues in a timely and professional manner
- Manage the staff and student device repair process
 - Assess and triage damaged staff and student district-issued devices
 - Work closely with our device repair vendors
 - Return repaired devices to staff and students OR replace and record new devices in the asset management system
- General technology tasks such as:
 - Create, review, and update documentation of internal procedures
 - Setup, testing, evaluation, and configuration of new devices
 - Work with district Systems Technician to modify configurations, default settings, etc. for devices
 - Travel to other school buildings to provide onsite support as needed
 - Participate in regular team meetings
 - Assist with device collection and removal of outgoing devices as well as set up and rollout of new
 - Maintain standards and processes with regard to Access and Identity Management with user accounts in multiple systems
- Assist with various tasks and systems including
 - Configure, maintain, and support Destiny and Sora library platforms
 - Work with library staff to create and maintain tech support documentation repository
 - Provide onsite support during standardized testing windows
 - Assist the Technology Coordinator in the purchase and procurement of all technology equipment, software, and services

Additional Job Functions

- Coordinate and communicate with other members of the IT team. Share knowledge with them and help to develop their technical capacities.
- Stay current with relevant technologies as they evolve, and continuously learn about new technologies.
- Maintain an orderly and safe work environment.
- Promote a positive image of the district at all times.
- Perform other duties as assigned by the Technology Coordinator.

Knowledge, Skills and Abilities

- Attentive to detail and highly organized.
- Ability to work productively in a team and independently.
- Ability to explain complicated processes clearly.
- Willingness to learn and become fluent in a wide variety of current and emerging technologies.
- Ability to effectively manage time.
- Ability to work collaboratively and effectively with staff, contractors, vendors, students, parents, Board members, and the public.
- Ability to solve problems in emergencies or within tight deadlines, ask for help when needed, and communicate with stakeholders, team members, and staff.

- Ability to maintain confidentiality of all district and student information.
- Ability to communicate effectively verbally and in writing.

Working Conditions

- Indoor office environment.
- Continuous contact with staff and students.
- Work involves frequent disruptions of daily schedule.
- Travel to and from district locations and occasionally vendor locations, tradeshow, conferences, etc.

Physical Requirements

- Must be able to sit or stand for prolonged periods, up to 6 hours in an eight-hour day.
- Must be able to perform light physical work, frequently lifting up to 10 pounds and occasionally lifting up to 30 pounds without assistance in an indoor setting.
- Must be able to communicate effectively on the telephone and in person to provide information and assistance.
- Must be able to move throughout the building and from building to building.
- Must be able to reach in all directions and bend/stoop to store and retrieve files, use telephone, calculator, computer, and other office equipment.
- Must have dexterity and hand/eye coordination necessary to operate a computer keyboard, hand tools, test equipment, and other office equipment such as fax machines, printers, etc.
- Must have the ability to participate in numerous conversations throughout the day, both in person and over the telephone.
- Must be able to complete job duties in an environment where background noise and frequent interruptions are the norm.
- Must have the ability to maintain concentration and focus on tasks requiring timeliness and attention to detail.

Education and Experience

- Associate's degree in computer systems or related field, or equivalent experience required.
- Experience providing tier one (1) support in a helpdesk or desktop support role in an enterprise technology setting preferred.
- Certifications such as CompTIA A+ and Network + and Microsoft Certified Professional are preferred.
- Experience working in an educational setting is preferred.
- A valid Wisconsin driver's license is required for travel to district locations and conferences or seminars.

EEO Statement

The MGSD does not discriminate on the basis of age, race, sex or sexual orientation, marital status, handicap, national origin, creed, arrest or conviction record, ancestry, member of military reserve, or any other reason prohibited by state or federal law.

Acknowledgement

By signing this job description, I acknowledge that I have read and understand the duties, qualifications and requirements of the position. My signature further attests that I am able to perform the essential functions of this position with or without a reasonable accommodation. I understand that this job description does not represent a contract of employment and that the Monona Grove School District reserves the right to change duties, responsibilities or activities with or without notice.

Employee Signature

Date Signed

Disclaimer: This position description is subject to change at any time.