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# Example of Technology Support Specialist Job Description

Our company is growing rapidly and is looking for a technology support specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for technology support specialist

* Assists faculty with training and answering technology related questions
* Assists in management, training, and oversight of Classroom Technology Student Assistants, providing emergency coverage when necessary, including mornings, evenings and weekends when needed
* Works with Physical Plant, and Networking to coordinate completion of assigned installation projects
* Is a visible member of the Berklee Community, and a known resource for faculty, staff, and students
* Assists with the care, and sign-out of any A/V floater equipment available for faculty use in the classrooms
* Stays up to date on emerging A/V, and music technologies
* Ability to plan, prep, wire, and terminate audio, and control cables for classroom and lecture capture systems at Berklee
* Assists with installations and updates to computer hardware for classrooms, ensures computers are in working order, and actively manages machines via JAMF Casper
* Provides the delivery of emergency back-up cabling and equipment to classrooms
* Works with classroom technology students build A/V racks and prep classroom equipment for installation in classrooms

## Qualifications for technology support specialist

* Technical Qualifications or Specialized Certification
* Proficient in configuring Windows 7 and Apple OS X
* Proficient in troubleshooting issues with computer hardware, software, and IT systems
* Knowledge of managing Windows clients in an Active Directory environment
* Knowledge of carrier rate structure and management
* 5+ years of Python scripting