

Texas City Independent School District

P.O. Box 1150 Texas City, Texas 77592

Human Resources
(409)916-0107

Communication Specialist
Job Description

Reports to: Chief Technology Officer

Status: Exempt

Term: 226 days

Primary Purpose:

Perform on-site technical work to install and maintain computer equipment and software applications throughout the district. Respond to work order requests by diagnosing and resolving computer and software issues. Consult during the phone system migration.

Qualifications:

Education/Certification:

Bachelors in MIS

Special Knowledge/Skills:

Knowledge of computer workstation setup

Knowledge of computer hardware and software applications

Ability to install, maintain, and repair computers

Ability to diagnose problems and perform repairs

Experience:

One year's work experience in the technology field.

Major Responsibilities and Duties:

Communications support

1. Consult with the Network Administrator and Network Technician as needed to ensure a smooth migration for the following:
 - Voice Mail configuration
 - Voice Mail reset
 - 911 Routing
 - Phone directory assignments
 - AT&T services
 - Historical Call Manager configuration
 - ATA formatting
 - Phone setup and deployment

Campus support

2. Perform on-site technical work to install and maintain computer equipment and software applications.
3. Respond to work order requests by diagnosing and resolving issues.

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4. Install and upgrade computers and peripherals.
5. Install and configure software as needed.
6. Support RWES, KES, WW
7. Relocate computer hardware, peripherals, and equipment as needed.
8. Install and configure software as needed.
9. Perform other duties as assigned.

Supervisory Responsibilities:

None.

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Prolonged use of computer and repetitive hand motions.