

TST Job Description

The Technology Support Teacher (TST) is responsible for assisting the faculty and staff to resolve technical issues related to day-to-day operation of computers and other equipment used for teaching and learning purposes. The TST duties include the following:

1. Maintain the work orders for the school in Livetime, the MCPSS work order system,
2. Oversee overall handling of all technology problems at the school,
3. Stay in contact with the Central Office IT department regarding network connectivity, phone issues, and completion of work orders by IT staff
4. Coordinate with Arey Jones upon purchase of new computers to have data transferred and logon credentials set up,
5. Coordinate with outside vendors when new equipment is purchased to have installed,
6. Assist teachers and staff as needed when department tech teachers are not able,
7. Assist students as needed to reset passwords and troubleshoot logon issues with Inow or connectivity issues with BYOD.

Technology Team

The Technology Team is comprised of approximately ten teachers from different departments within the school. Each team member is responsible for being the first line of contact for teachers in need of technology help in their respective departments. These teachers perform basic troubleshooting.
