

Job Description Technology Support Technician

Reports to:

Director of Technology

General Summary

The Technology Support Technician provides on-demand technical assistance and support for all technology users in the district. This includes software, hardware and operational support to ensure minimal down time and greatest staff productivity and will be responsible to help end users with setting up various types of multimedia equipment. In addition, duties will include installing and maintaining data infrastructure, computer systems including software and hardware; determining causes of computer/software/network malfunctions through evaluation and testing and resolution via modifications, repair, or external support assistance as well as installing A/V equipment. Other duties will be determined by the Director of Technology.

Minimum Qualifications:

High school diploma or equivalent

Successful experience in use of computers, computer peripherals and related audio and visual equipment

Experience in repair and troubleshooting on computers and other technology systems

Demonstrated knowledge of Windows OSs, MS Office, different browsers and networking principles and concepts.

Desired:

Experience with Linux, VMware, Switch Management(Vlans, etc) , Video systems, Disk Imaging Concepts, Windows Server Environments, Netware, Cyber Security

Efforts increasing personal knowledge should be noted (Classes, seminars, etc)

Any Certifications should be noted.

Typical work:

Provide technical assistance and support for all technology users in the district for network/hardware/software issues.

- Install Network Cable infrastructure including cable terminations, wall ports mounts, other physical infrastructure, etc
- Install A/V cables as needed
- Provides assistance to schools by connecting devices, verifying proper operation, and ensuring staff can operate computers and other instructional technologies (document cameras, projectors, presentation software, interactive technology boards, etc.)
- Assist staff members on-demand with problems relating to daily or routine technology usage.

- Monitor labs
- Create trouble tickets as needed
- Analyze symptoms the user is reporting.
- Diagnose user problems.
- Determine appropriate solutions for the users
- Maintaining a inventory/surplus log
- Advise user of possible causes of the problem and precautions necessary to avoid additional issues.
- Handle questions pertaining to software and hardware necessary to facilitate completion of job
- Determine when problem requires contacting higher level support or Field Service Technical Support.
- Carry out the duties of a Technology Director and Software Support Specialist
- Follows adopted policies and procedures in accordance with School Board priorities.
- Conducts oneself in the best interest of students, in accordance with the highest traditions of public education and in support of the District's Mission Statement.
- Work cooperatively with other Technology Personnel
- Performs other duties as assigned

Demonstrate ability to:

- Communicate politely and effectively both written and orally.
- Coordinate effectively with user personnel and management at all levels.
- Monitor progress of projects.
- Work on multiple tasks with minimal supervision.
- Use MS Office applications at a basic level
- Valid driver's license
- Perform other duties as assigned.
- Capable of lifting/carrying 25 lbs. and occasionally up to 50 lbs.; some physical activity required- example Installing a Computer Lab

Knowledge of:

Windows XP operating system

Computer Operation

Web Surfing Skills

Networking Skills

The preceding list of essential functions is not exhaustive and may be supplemented as necessary