

JOB PROFILE: Technology Support Technician
Reports to: Supervisor of Technology

Classification: Confidential

Hours/Day: 8

Days/Year: 260

Purpose/Summary

The Technology Support Technician is responsible for the effective utilization of information systems, staff, and instruction technology to increase effectiveness of the educational program and support systems of the District with an emphasis on providing onsite support as needed.

Essential Duties and Responsibilities

- Guide and assist Technology Department staff in prioritizing work, troubleshooting, repair, and preventative maintenance.
- Assist the Technology Supervisor in planning, organizing and supporting the overall activities of information and communication systems.
- Support technical staff needs in areas such as training, materials, tools and technical support.
- Coordinate technical functions that cross school and department lines (e.g. information systems, maintenance, instruction, etc.).
- Oversee records keeping of fixed assets and inventory of district hardware/software.
- Inform the Technology Supervisor on all matters related to technical operations, recommending corrective action as needed.
- Analyze technology requirements for new projects and develop functional specifications.
- Present and implement technological alternatives to streamline functions and improve productivity.
- Reimages drives for new, replacement, or as a repair for all computers
- Installs and maintains computer peripherals; including interactive white boards, projectors, document cameras, scanners, etc.
- Coordinate with the technical staff to ensure that networks, workstations, operating systems and software applications are operational; that hardware and software are patched and/or updated; and that all analog and broadband circuits are operational in accordance with vendor specifications.
- Provide support for network operations to include troubleshooting connectivity problems; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses.
- Ensure for the availability, continuity and security of data and information pertaining to the organization. Assist in troubleshooting workstations, networks, software applications, phones, copiers and other technologies
- Manage District software applications.
- Fulfill other duties and tasks assigned by supervisors.

Education and/or Experience

Associates Degree or Four Year Degree in Information Technology Preferred
Minimum two years of experience in Education and/or experience in relevant technology fields.

Certifications, Licenses, Registrations

Act 34/151/114/126/168 Clearances/Certifications required

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge and Abilities

Knowledge of current office technology devices and applications. Knowledge of Educational Technology classroom tools and software. Ability to think critically and problem solve. Ability to organize, manage and communicate electronically. Knowledge of and ability to manage technology or a strong acumen to learn this information.

Academic Skills - Knowledge of K-12 Education and ability to understand, manage and organize technology resources to support the specific school. Ability to learn the use of new technological resources and tools with minimal training.

Language Skills – Must possess the ability to use the language in both oral and written form. Be able to communicate information and ideas in speaking so others will understand. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Ability to communicate effectively with administration staff and students.

Math Skills – Knowledge of arithmetic applications. Possess the ability to develop spreadsheets to manage and provide data for interpretation.

Technology Skills – Specialized knowledge related to: Networking computer systems, hardware maintenance, software support, Microsoft Active Directory, Apple and Microsoft operating systems. Ability to train others in the use of technological tools.

Reasoning Abilities – Ability to problem solve, multi-task and utilize time and resources properly. Ability to assist with the organization of synthesized information.

Other Skills and Abilities

- Respond to staff inquiries and maintain a positive and proactive response to staff members.
- Serve as a representative of the school and must possess the skills of discretion, confidentiality, flexibility and adaptability to change.
- Respond to multiple inquiries, establish priorities and problem solve consistently.
- Keep Supervisor updated with current progress on projects/tasks.
- Communicate issues that arise to Supervisor in a timely fashion.
- Respond to and resolve Help Desk tickets in a timely fashion.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position is considered to be a MEDIUM Physical Demand Characteristic of Work position according to the physical demands strength rating of the Dictionary of Occupation Title, Fourth edition published by the US Department of Labor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary (S)	Light (L)	Medium (M)	Heavy (H)	Very Heavy (V)
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly or requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly or requires frequent running or climbing.	Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently or up to 20-50 lbs. constantly.

Work Environment

The work environment will vary from an office setting to more moderate situations such as conference rooms or large group professional settings. The majority of time will be spent indoors with consideration for adaptability to all weather conditions related to outdoor activities and/or travel. The employee must be able to work in air-conditioned and heated environments under florescent lighting.

Primary Work Location

Office Environment	Shop
Classroom/Building	Vehicle
Outdoors	Travel

**Information Technology Department
Physical and Non-Physical Demands Key**

C - Continuously	F - Frequently	O - Occasionally	R - Rarely	N - Never
2/3 or more of the time	From 1/3 to 2/3 of the time	Up to 1/3 of the time	Less than 1 hour per week	Never occurs
Standing		F	Crawling	O
Sitting		O	Bending	O
Walking		F	Twisting	O
Lifting		O	Climbing	O
Carrying		O	Balancing	O
Pushing/Pulling		O	Vision	C
Reaching		O	Hearing	C
Handling		F	Talking	C
Fine Dexterity		C	Foot Controls	R
Kneeling		O	Teamwork	C
Crouching		O	Tedious or exacting work	F
Time Pressures		C	Noisy or distracting environment	C
Emergency Situations		F	Other (Specify): Flexible work hours to accommodate building schedules and professional development	O
Frequent Change of Tasks		F	Other (Specify): Multi-building travel to work area	C
Irregular Work Schedule/Overtime		O	Other (Specify):	
Multi-Tasking		C	Other (Specify):	
<i>The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.</i>				
Effective Date				