

CHIEF TECHNICIAN

QUALIFICATIONS:

Certification:

Not Applicable

Technical:

Technical skills, abilities and aptitudes for managing varied computer software and hardware systems including but not limited to the following: Ethernet, TCP/IP, Linux, Windows, Novel, email, WWW, and FTP.

REPORTS TO:

Direct Supervisor:

Technology Center Supervisor

VISION:

The Chief Technician applies technical knowledge, systems thinking and leadership skills to support District 108 administrators, faculty, and staff in maximizing the effects of technology on learning and work productivity. The Chief Technician maintains the necessary expertise to operate and maintain District 108's complex technology network and operational systems. The Chief Technologist oversees the operation and support for all equipment and software used by teachers, students, administrators and clerical staff.

JOB GOALS:

- The District 108 networks will function at a high level.
 - Manage of all aspects of the District 108 network and computer connections, maintaining competence to operate, troubleshoot and repair all systems and applications. (Assist Network Administrator in these functions.)
- The Technology Center Support system will effectively and efficiently serve through IRM the needs of end users.

- Manage technical support systems for all end-user applications and equipment.
- Supervise temporary student employees.
- The strategic plan for technology will lead the District toward continually up to date, effective and efficient uses of technology for instruction, business management, and productivity.
 - Identify technology needs and to strategically plan the improvement and maintenance of technology systems to fulfill the identified needs. (Collaborate with other members of the Technology Center and District staff in these functions.)
- District technology decision makers work will have accurate and up to date information about technology.
 - Perform necessary research and development in support of technology purchases and follow up with support for installation and implementation.

RESPONSIBILITIES:

- Manage all network servers that support end user applications
- Administer the District telephone system.
- Oversee the technical support center by:
 - Training and supervising temporary student employees
 - Monitoring and improving the support center response time, efficiency and effectiveness
- Actively pursue self improvement to remain competent in a field characterized by constant change and improvement, with special attention to educational technology and other technologies used in District 108
- Support purchasing and deployment of technology
 - Research technology and vendors
 - Communicate and negotiate with vendors
 - Develop purchase and bid specifications
 - Manage bids in collaboration with the District Business Office
 - Receive and approve acceptance of technology purchases
 - Oversee installation and deployment
 - Purchase and manage software licenses
 - Purchase and manage vendor support contracts
- Assist in managing the District 108 Network, its systems and components, including the following:
 - Network switches, routers, firewalls, wiring and cables
 - Email, WWW, and FTP
 - DNS/DHCP
 - Wiring closets and switches
 - Perform the responsibilities of Network Administrator in his or her absence

TERMS OF EMPLOYMENT:

Work Day:

The Chief Technician follows an atypical work schedule set collaboratively with the Technology Center Supervisor to serve the needs of the Network and Center within a 40-hour week.

Work Year:

The Chief Technician works 220 days per year with the possibility of an additional 20 days upon approval of the Superintendent

Bargaining Unit:

The Chief Technician is exempt from the bargaining unit

Salary and Benefits:

The Chief Technician salary and benefits will be set and periodically monitored to be both compatible with District 108 programs and regionally competitive with like positions.

EVALUATION:

The Chief Technician performance and customer support will be annually evaluated by the Technology Center Supervisor.