Technology Technician

- Associate Degree in Information Technology, or a High School Diploma with at least two years of practical experience supporting multi-platform technology in a networked domain environment.
- Solid understanding of Ethernet hardware and troubleshooting (network switches, firewalls, domain controllers, VLANs, and IP subnetting)
- Able to do basic network troubleshooting of hard-wired and wireless networks to resolve perceived connectivity issues.
- Expert-level ability to troubleshoot and repair diverse computer technology including PCs, tablets, Chromebooks, projectors and printers.
- Strong understanding of current and legacy versions of Microsoft Windows, iOS, and Chrome OS Operating Systems, as well as "apps" and productivity suites such as Microsoft Office, Google Chrome Suites with the ability to provide instructional support of each to the end-user if needed.
- Able to create master disk images to replicate via disk cloning for rapid deployment of new hardware.
- Ability to perform administrator functions including user account set-up and management in the Windows Domain environment through Active Directory, as well as the gm.sau18.org GAFE (Google Apps for Education) and other third-party filtering employed.
- Ability to effectively use a Trouble Ticket system to manage and track support requests in a timely manner. Able to triage and prioritize issues for efficient customer response.
- Must have a strong teamwork ethic for collaborative support and knowledge-sharing.

JOB GOAL: Contributes to district operational efficiency and student learning by providing technology hardware and software support services to staff, faculty, and students.