

POSITION TITLE	Technology Services Technician I				
WORKING TITLE	Technology Services Technician I				
SCHOOL/DEPARTMENT	Pender County Schools / Technology Services				
LOCATION	925 Penderlea Hwy, Burgaw, NC				
PAY GRADE	Grade 64		FLSA STATUS	Non-Exempt	
REPORTS TO	Technology Services Director				
WORK WEEK SCHEDULE	Monday - Friday	WORK HOURS	7:30 AM - 4:00 PM; may work evenings, weekends or as needed	MONTHS/YR	12
POSITION PURPOSE	Provide Tier 1 support for district technology				
POSITION ANALYSIS					

MINIMUM QUALIFICATION STANDARDS	
KNOWLEDGE, SKILLS, AND ABILITIES	<ul style="list-style-type: none"> Working knowledge of computer hardware, software, networking, and telephony Working knowledge of low-voltage cabling standards Skill in the use of tools and equipment in the repair of computer hardware, software, networking, and telephony Ability to understand general technical terminology Ability to diagnose and troubleshoot computer hardware, software, networking, and telephony issues Ability to follow specific written and oral instructions Ability to communicate effectively with others Ability to establish and maintain effective working relationships Ability to work independently
EDUCATION, TRAINING, AND EXPERIENCE	Graduation from a two-year college or technical school with a degree in a related field and one year experience; or an equivalent combination of education and experience.
CERTIFICATION AND LICENSE REQUIREMENTS	A+ Certification preferred or required within 12 months of employment

ESSENTIAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> The Technology Services Technician I's role is to support and maintain district-owned technology equipment and provide technical support to district staff. This includes installing, configuring, diagnosing, repairing, and upgrading all district-owned hardware and software while ensuring its optimal performance. While working under the supervision of the Technology Services Coordinator and Technology Services Director, this person will work with a great deal of independence to establish daily and weekly work order priorities and performs related work as required. Provide support to district staff through work order requests by troubleshooting hardware, software and

wiring problems.

- Set-up, install, and maintain district computer systems (Desktops, Laptops, Chromebooks, iPads, etc.).
- Set-up, install, and maintain district printers, computer peripherals, projectors, etc.
- Assists in the setup, installation, and maintenance of security cameras, access points, VoIP phones, etc.

Perform other duties and responsibilities assigned by supervisor

WORKING CONDITIONS

PHYSICAL DEMANDS

- Strength and dexterity to perform tasks and related duties as required
- Ability to stand and walk 100% of the time without fatigue or discomfort.
- Ability to lift 50 pounds
- Ability to push up to 50 pounds
- Ability to hear, see and speak

WORK ENVIRONMENT

- Ability to work in air-conditioned buildings
- Ability to work outdoors in cold, hot and humid conditions
- Must be able to work in office and public school environments and come into direct contact with staff and students

DISCLAIMER: *The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills that may be required of the employees assigned to this position. This description may be revised by the supervisor, with HR review and approval, at any time.*

VERSION DATE(S)

08/10/2019