District Technology Support Technician
Job Description

Purpose: The District Technology Support Technician provides teacher, administrator, and clerical staff with support and maintenance of district technology. To accomplish these tasks, the District Technology Support Technician will work closely with the classroom teachers and administration of the district.

Responsible to: Technology Director

Payment rate: Salary and benefits as established by the Board of Education

Qualifications:

1.   High school diploma or equivalent. A+ Certification and related work experience preferred.

2.   Health and Inoculation Certificate on file in the central office (after employment offer is made).

3.   Excellent command of English language (written and verbal) and demonstrated ability to communicate technical issues with non-technical persons.

4.   Extensive knowledge in the use of microcomputers with networks and internet, including familiarity with principles and best practices of Microcomputers, Local Area Networks, VOIP and related equipment as well as Microsoft and Apple operating systems.

5.   Working knowledge of microcomputer software, with experience in software installation, configuration and troubleshooting techniques.

6.   Working knowledge of LANs and WLANs with familiarity of basic networking, client machine installation onto a network and local area network troubleshooting.

7.   Successful experience providing technical support and training.

8.   Flexibility to continue career improvement through continued education.

9.   Desire to continue career improvement by enhancing skills and job performance.

Board Approved 3/11/2013

Physical Requirements/Environmental Conditions:

1. Requires physical exertion to manually move, lift, carry, pull or push heavy objects or materials.

2. Requires stooping, kneeling, crawling, bending, turning, reaching, climbing and balancing.

3. Requires traveling to various locations within the district and occasionally to locations outside of the district.

4. Must be able to work in a student atmosphere.

5. Requires prolonged sitting or standing, and use of equipment including repetitive motions and computer eye fatigue.

6. Must be able to work independently without continuous supervision.

7. Must occasionally work in noisy, crowded, stressful environments, with numerous interruptions.

All Employees are expected to:

1. Support and work to implement the vision and mission of the district.

2. Observe and follow school district policies and ensure their activities conform to district guidelines.

3. Communicate and work effectively and cooperatively with members of the school district and community.

4. React to change and frequent interruptions in a productive and positive manner.

Responsibilities:

Essential Functions

1. Provide district wide technology services, which include support, maintenance, and training for the entire district, hardware and software.
2. Assist in the installation and maintenance of district LAN / telephony cabling.
3. Assist in maintaining inventory of technology hardware and software.
4. Provide, as needed, one-on-one training for district systems and applications.
5. Support instructional needs and enhance technology integration in the classroom.
6. Maintain a high level of ethical behavior and confidentiality when dealing with student and staff information.

7.   Respond to information requests in a cooperative, courteous, and timely manner.
8.   Keep student and personnel information and records confidential.
9.   Implement and follow all district health and safety policies, including all precautions of the Blood borne Pathogens Exposure Control Plan.
10. Perform such other duties as assigned from time to time.

Term of Employment: At will.

Evaluation: Performance effectiveness will be evaluated in accordance with provisions of Board of Education Policy.

Approved: _____ Date: _____
                        Board President

Reviewed and agreed to by: _____ Date: _____
                                    Employee