

Cape Girardeau Public School District No. 63

Job Description

Job Title: Technology Support Technician

Terms of Employment: 260 days: Part-time, working up to 29.50 hours per week

FLSA Status: Non-Exempt

Reports to: Technology Engineer Coordinator

Brief Description of Position:

Under the general directions of the Technology Engineer Coordinator, the Technology Support Technician is responsible for performing a variety of technical duties related to installation, operation, and support of the District's computer, multimedia, and related technologies.

Required Qualifications:

- High school diploma or equivalent
- Experience with network cable installation and termination
- Possess a basic understanding of computers, network cabling, printers, projectors, smart boards and scanners
- Possess a basic understanding of Windows XP and Windows 7
- Demonstrate the ability to perform diagnosis of problems pertaining to computer and networking equipment with multiple problems
- Demonstrate the ability to work cooperatively with staff and students
- Demonstrate excellent organizational and planning skills; including ability to prioritize
- Ability to communicate clearly, concisely, and accurately, both orally and in writing
- Ability to work well under pressure and adapt to periodic heavy workload
- Ability to work independently on multiple assigned tasks/projects and complete assignments with specified deadlines

Preferred Qualifications:

- Associate degree in Computers/Networking or two years of demonstrated experience with computer desktop support

Essential Duties and Responsibilities:

- Provide helpdesk support for work order tickets
- Give advice and guidance to staff on use of district hardware and software
- Provide support for legacy systems
- Install basic network cabling

Hazards:

For some buildings, stairs, and exposure to communicable diseases may be a potential hazard. In science labs, there could be exposure to chemicals and fumes. Equipment that supports classroom instruction could be potentially hazardous under certain conditions. Travel between schools will cause exposure to hazardous driving and walking conditions.

Physical Demands/Environmental Factors:

- Ability to work in a climate controlled building, as well as in inclement weather.
- Ability to stand, walk, and move around for long periods of time.
- Ability to see and read, with or without vision aids, a computer screen and printed matter, and to distinguish colors.
- This position requires hand-eye coordination.
- Sufficient hearing to understand speech at normal room levels, and to hear and understand speech on the telephone.
- Manual dexterity to operate a telephone and enter data into a computer using both hands.
- Ability to communicate, effectively and efficiently with sufficient volume to be heard in normal conversation, on the telephone, and addressing groups.
- Ability to exert up to 35-40 pounds of force to lift, carry, push, pull, or otherwise move objects.
- Able to climb ladders and get into the ceilings.
- Ability to travel between multiple locations.

The above statements are intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. The Board of Education and Administration and/or supervisor have the right to add or change duties at any time.

This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

Approved by: _____

Date: _____

Reviewed by: _____

Human Resource Coordinator

Date: _____

Reviewed August 2013