

TITLE: Lead Computer Technician

QUALIFICATIONS:

EDUCATION:

- Be A+ Certified preferred, not mandatory
- High school diploma or equivalent
- Associate's degree preferred
- Two (2) years of job related experience installing, configuring, and troubleshooting personal computers and other related peripherals and hardware.
- Valid MS driver's license
- Satisfactory criminal background check and drug screening

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the Windows Operating System (XP, Vista, Windows 7, Windows 10)
- Experience in both wired and wireless networking
- Have good communication skills
- Able to work with a team as well as work independently
- Ability to read and understand user manuals and schematics associated with computer hardware and software
- Ability to use diagnostic programs
- Skill in analysis, problem-solving and communication
- Knowledge of instructional computing hardware and software
- Ability to troubleshoot hardware and software
- Ability to plan, organize and establish priorities related to assignment
- Ability to carry out job responsibilities and handle sensitive information in a confidential manner
- Ability to work independently and make decisions with minimum supervision
- Ability to handle multiple tasks in a professional and courteous manner
- Ability to answer a telephone in a professional and courteous manner
- Ability to work cooperatively with others

PHYSICAL REQUIREMENTS:

- Good physical health- ability to lift up to 60 pounds; bend, stoop and reach, climb and work from ladders; neat personal appearance; initiative to do the job well; pleasant personality; cooperative

REPORTS TO:

Director of Technology

JOB GOAL:

To provide an efficient corrective and preventative maintenance program for all computer related equipment used for information processing, administrative or instructional applications. Also, maintain technology equipment (hardware and software) throughout the district including, but not limited to, computers, printers, as well as aid in the maintenance of the network infrastructure. To assist schools in anyway needed.

PERFORMANCE RESPONSIBILITIES:**SERVICE DELIVERY:**

- Perform installation and initial setup of hardware and common software programs used in the district.
- Perform problem isolation, software assistance, pick-up and delivery of equipment and proper record keeping.
- Perform basic network troubleshooting and problem isolation.
- Interface with technology coordinators, education technology specialists and teachers to assist them with local problems and to keep them updated with district policy changes and upgrades.
- Maintain knowledge to support computers running different operating systems.
- Troubleshoot hardware/software of distributed computer systems and associated network facilities.
- Install, configure and upgrade computer hardware, software, and attached peripherals, network and desktop operating systems, applications, and associated cabling.
- Provide consulting services (for new hardware and software).
- Provide support and training to school personnel
- Demonstrate initiative in the performance of assigned responsibilities.

EMPLOYEE QUALITIES/ RESPONSIBILITIES:

- Meet and deal effectively with the general public, staff members, parents, administrators and other contact persons using tact and good judgment.
- Follow attendance, punctuality and other qualities of an appropriate work ethic.
- Ensure adherence to good safety standards.
- Maintain confidentiality regarding school/workplace matters.
- Model and maintain high ethical standards.
- Maintain expertise in assigned area to fulfill position goals and objectives.
- Participate successfully in the training programs offered to increase skill and proficiency related to assignment.

INTER/INTRA-AGENCY COMMUNICATION AND DELIVERY:

- Exercise service orientation when working with others.
- Keep supervisor informed of potential problems or unusual events.
- Use effective, positive interpersonal communication skills.

- Respond to inquiries and concerns in a timely manner.
- Serve on school/district committees as required or appropriate.

SYSTEM SUPPORT:

- Exhibit interpersonal skills to work as an effective team member.
- Follow federal and state laws as well as School Board policies, rules and regulations.
- Demonstrate support for the school district and its goals and priorities.
- Demonstrate initiative in identifying potential problems or opportunities for improvement.
- Prepare or assist in the preparation of all required reports and maintain all appropriate records.
- Participate in cross-training activities as required. Perform other tasks consistent with the goals and objectives of this position.

OTHER PERFORMANCE RESPONSIBILITIES:

- Follow MS Code of Ethics
- Follow Alcorn Board of Education Policies

WORK HABITS:

- Observes assigned work hours
- Maintains a pattern of prompt and regular attendance
- Maintains appropriate appearance and personal hygiene

The foregoing statements described the general purpose and responsibilities assigned to this job and not an exhaustive list of all responsibilities, duties and skills that may be required.

TERMS OF EMPLOYMENT:

- 240 days. Salary and work year to be established by the Board.