

MENDHAM BOROUGH SCHOOL DISTRICT

C-12

Business/Plant Operations

Technical Support Specialist/Level 1
Technician (Full-time)

TITLE: Technical Support Specialist/Level 1 Technician (Full-time)

QUALIFICATIONS

1. High school graduate
2. Minimum 1 year of experience in an IT position providing basic support, maintenance, and repair of hardware/software systems and solutions
3. Strong organizational skills
4. Outstanding communication skills
5. A motivated individual who demonstrates a high aptitude for technology

REPORTS TO: Technology Coordinator

DESCRIPTION:

The Technical Support Specialist/Level 1 Technician will primarily be responsible to provide support for district-issued devices, hardware, and software, following the direction of the Technology Coordinator. The technician will evaluate and complete assigned helpdesk support tickets in addition to providing assistance with the day-to-day operations of the district's devices. The candidate should be competent in troubleshooting Microsoft Windows and Google Chromebooks.

RESPONSIBILITIES:

1. Software installation
2. Computer set-up and inventory
3. Computer maintenance
4. Troubleshooting and repair
5. Prioritize helpdesk requests
6. Manage device repairs as required
7. Other requests as assigned by the Technology Coordinator
8. The ability to drive between the two sites
9. Lifting and transporting moderately heavy objects, such as computers and related equipment

KNOWLEDGE AND EXPERIENCE:

1. Knowledge of computer hardware
2. Experience with Windows OS and Chrome OS
3. Experience with Google Administrative Console is a plus
4. Experience troubleshooting networking
5. Interpersonal skills
6. Documentation skills

TERMS OF

EMPLOYMENT: 12 Month Position - Salary to be determined

ANNUAL

EVALUATION: Performance of this job will be evaluated annually

Approved by: Mendham Borough Board of Education

Date: October 18, 2022