



## **TECHNOLOGY SUPPORT TECHNICIAN**

### **GENERAL RESPONSIBILITIES**

Provide basic, ongoing, first-level, school-base technical support to teachers and other staff in the use of technology. These technicians will be responsible for complying with Department of Technology (DOT) standards and directives for the work to be accomplished at their respective buildings. This position reports to and is evaluated by the Principal with input and guidance from the Department of Technology.

### **ESSENTIAL FUNCTIONS**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Serve as an advisor to school staff for general technical issues.
- Provide basic on-going first-line technical support to school staff and students.
- Troubleshoot and repair minor computer and peripheral equipment problems/issues.
- Management of accounts and reporting functions for select instructional applications.
- Support school users with network access issues and reset passwords as needed.
- Install and customize new computers with site-based software/drivers; upgrade/update software as needed.
- Provide logistical support for new computers and peripherals (physical setup & placement).
- Perform school specific technical work for division level technology initiatives.
- Coordinate computer hardware repairs records for the school.
- Document all work performed and enter requests for new services from the school in the DOT Service Desk application.
- Collaborate with staff on software purchases with regard to technical requirements and limitations.
- Verify technology purchases and provides logistical support for new deliveries on physical set-up and placement.
- Maintain technology inventory records for the school.
- Serve as a technical liaison with division technical support staff, outside vendors, and serve as vendor contact on technical issues.
- Serve as site owner for school Intranet and provide training and support for SharePoint and Student Portal.
- Prepare and support technology for online testing.
- Participate in on-going technical support training as required by DOT and/or principal. ☐
- Perform other technology related duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Good knowledge of the troubleshooting and operation of computer hardware and common software applications such as Microsoft Office; thorough knowledge of methods and techniques used to maintain and repair computer equipment; ability to carry-out maintenance plans and repair schedules for technical resources; knowledge of the ticket tracking application; ability to communicate effectively orally and in writing, understand and execute oral and written instructions; ability to work with minimal supervision and organize workload; must have excellent interpersonal and customer service skills, be able to listen, understand and analyze problems.

### **EDUCATION AND EXPERIENCE**

#### **Required:**

High School Diploma. or GED.

Experience providing technical support on a variety of hardware, software, and operating systems. Industry relevant certifications preferred (i.e. Network +).

#### **Preferred:**

Associate degree.

A comparable amount of training and experience maybe substituted for the minimum qualifications.



**PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, walking, bending, stooping, crouching, kneeling, grasping, fingering, repetitive motion, reaching, and driving. Occasional standing, climbing, and crawling Work involves moderate exposure to unusual elements such as dirt, fumes, gases, unpleasant odors, hazards such as moving vehicles, electric current, moving mechanical parts, etc. and/or loud noises. Ability to lift up to 50 pounds frequently. Requires timely and regular adherence to established work schedules.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

**SPECIAL REQUIREMENTS**

Possession of a valid driver's license.

Regular and reliable attendance is an essential function of this position.

FLSA Status: Non-Exempt	Description: 3/15, 7/20 Formerly Data Support Specialist
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