Browning Public Schools **Board Agenda Request**Meeting to Be Held: 8/26/20



Recognit	tion: Students	Staff	Parents	
Informa	tion:	Old Business	Superintendent's Report	
Action:	Resignation	Hiring	Contract Service Agreements	
	Travel Out-of-State	Travel In State	Approvals	
	Termination	Legal Matters	Other:	
	This action request pertains to	Elementary (only	y) High School/District Wide	
Date:	8/25/2020			
То	Browning School Board of	<b>From:</b> Title:	Corrina Guardipee-Hall ED.S. Superintendent	
Subject:	Create One-Year Technolog	gy Support Position 2	020-2021	
_	ion: With the increased amount prove the creation of a one-year	0,	s during COVID-19 we are asking that the osition.	
This pers	son will work with all buildings	s on internet, devices, a	and technology needs for the district as a	
Financia	al Impact: Professional Techni	ical \$20 an hour		
Funding	Source (Budget/grant, etc.):	ESSER Funds		
Attachm	nent(s): Job Description			
Approva	al: Superintendent's Office/Fin	nance/Personnel as app	licable (Initial)	
Commer	nts:			
Doord A	ation: N/A (Info)	Approved Do	mind Tablad to:	



# Browning Public Schools JOB DESCRIPTION

Effective: August 26, 2020



# **Technology Technician**

## **Summary of Functions**

Provides technical support to staff and students, troubleshoots issues, provides timely feedback to staff and students through help desk, supports installing new hardware including network equipment and user devices such as laptops, tablets among other duties.

#### **Duties and Responsibilities**

- 1) Technical Support Responsibilities
  - a. Identifying hardware and software solutions.
  - b. Troubleshooting technical issues.
  - c. Diagnosing and repairing faults
  - d. Resolving network issues.
  - e. Installing and configuring software.
  - f. Provide timely and accurate feedback to users..
  - g. Talking with users through a series of actions to resolve a problem.
  - h. Replacing and/or repairing necessary parts on equipment
  - Managing multiple support incidents at one time
  - j. Testing and evaluating new technologies.

#### 2) <u>Technical Support Requirements</u>

- a. Work experience in the field of instructional technology.
- b. Prior experience in tech support, mobile support or similar role.
- c. Proficiency in MacOS, iPadOS, iOS, Windows operating systems.
- d. Experience with remote desktop applications and help desk software.
- e. Attention to detail and good problem-solving skills.

Supervised by and reports to the Technology Director.

### **Qualifications**

Education/Experience – Any combination of education and experience that would provide the required skill and knowledge for successful performance would be qualifying. However, applicants must meet the following minimum qualifications:

An Associates of Arts degree in computer technology or two years of equivalent coursework.
Valid Montana driver's license
Proficient with desktop and laptop computers
Knowledge of and experience with operating systems and telecommunications
Proficient with computer software, preferably Microsoft Word and Excel
Knowledge of and familiarity with web page design
Good communication, problem solving and organizational skills
Ability to handle details accurately
Ability to work with and motivate staff
Genuine interest in working with students and staff.
Ability to work with others and without close supervision
Physical ability to sit for a portion of the time; walk and stand for extended periods; and to exert 20 pounds of force frequently to lift, carry, push, pull or otherwise move objects.
Good work habits

The information contained in this job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.