



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
 - i. Managing multiple support incidents at one time
 - j. Testing and evaluating new technologies.
- 2) Technical Support Requirements
 - 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.