JOB DESCRIPTION

JOB TITLE	**DEPT/SECTION**
Senior Technician	Technology and Information
TITLE OF IMMEDIATE SUPERVISOR	**BAND/GRADE**
District Support Coordinator	9

JOB SUMMARY

Provides technical expertise for school technology within the district. Leads implementations and manages district wide systems as assigned by the District Support Coordinator.

TASK/DESCRIPTION

1. Installs and supports the users of the WAN/LAN.

2. Manages user accounts and general network troubleshooting.

3. Maintains systems including the installation of equipment and hardware/software upgrades.

4. Leads Technicians during project implementations of assigned technology systems.

5. Trains staff on technical use of networks and applications as required.

6. Assists in the documentation of all logical aspects and changes of the network - physical and software components as needed.

7. Maintains existing technology infra-structure, including: data networks, video networks and other multi-media technology.

8. Maintains existing technology including computer work stations, file servers, video equipment and other peripheral devices.

9. Serves on technology committee as a technical resource.

10. Keeps current on new technologies, including: video data and multi-media.

11. Works on district-wide projects during summer months.

12. Implements and maintains district systems as assigned by the District Support Coordinator.

13. Develops and maintains an instructional manual on hardware and software use.

14. Performs other duties as assigned by District Support Coordinator or as apparent.

QUALIFICATIONS

Specific training or job experience required before appointment:
- 2 years of post-secondary education and 3 years of technology experience required.
- 4 Year degree in a course of study related to computer science or technology preferred.
- Specific knowledge of operating systems including but not limited to: OSX and Windows XP and Vista.
- Specific knowledge of current software applications being used by the district and demonstrate ability to research and learn new application independently.
- Demonstrate ability to serve as a system administrator and to manage a technology system effectively.
- Demonstrate ability to communicate clearly in both writing and orally.
- Demonstrate ability to provide friendly professional customer service at all times.
- Demonstrate ability to work under pressure.
- Demonstrate flexibility, resilience, and tolerance for ambiguity.
- Demonstrate understanding of data privacy and ability to handle sensitive information.

ORGANIZATIONAL RELATIONSHIPS

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                    │  Director of Technology │
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                │   District Support Coordinator    │
                └──────────────────────────────────┘
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  │  Senior Technician  │   │  Senior Technician  │
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  │     Technician      │   │     Technician      │
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  │     Technician      │   │  AV/Media Technician│
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