

## JOB DESCRIPTION

<b>JOB TITLE</b> Technician	<b>DEPT/SECTION</b> Technology
<b>TITLE OF IMMEDIATE SUPERVISOR</b> District Support Coordinator	<b>BAND/GRADE</b> 6
<b>JOB SUMMARY</b> Provides technical expertise and support for school technology.	

### TASK DESCRIPTION

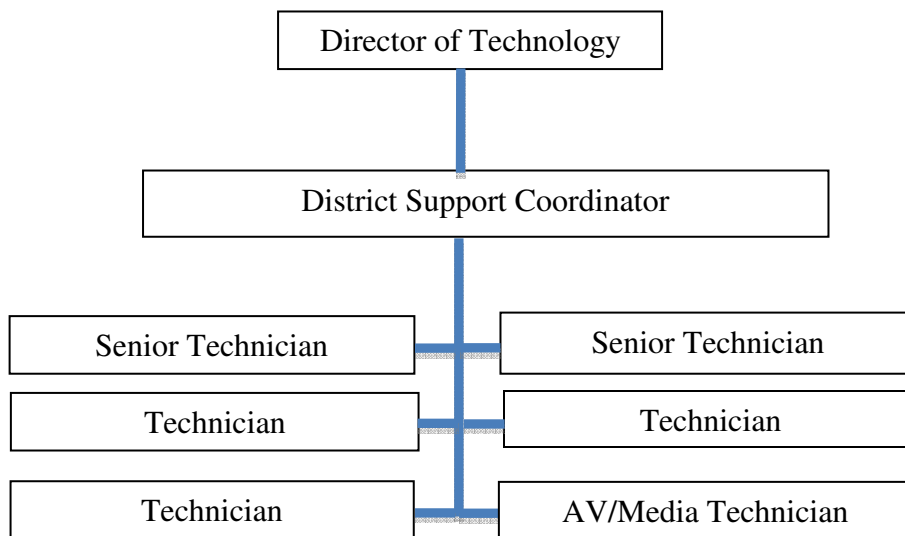
1. Provides remote and on-site technology support to end-users across the district.
2. Answers phones/pager, provides technology help desk service, and documents service through the help desk software.
3. Manages tasks and projects on site as assigned by the District Support Coordinator.
4. Installs, builds, upgrades, and maintains hardware and virtual machines.
5. Creates and deploys packages to automate and remotely control operating systems and software updates.
6. Communicates and collaborates with the Technology Support Team to problem solve hardware, software, and network issues.
7. Ensures that the tools and equipment associated with systems use are available as needed across the district.
8. Remains current in software and hardware upgrades.
9. Works on district-wide projects during the summer months as assigned by the District Support Coordinator.
10. Provides assistance with data entry, data verification, and accurate reporting.
11. Aids in the implementation of new technology and information systems.
12. Provides training on software applications for the district in real time and through virtual or web-based training.
13. Other duties as assigned by supervisor or apparent.

## QUALIFICATIONS

Specific training, job experience, knowledge, and skills required before appointment:

- High School Diploma or equivalent and 1 year of technology experience required
- 2 Year Associates 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 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



April 2009