

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 TASKS

(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

High School Diploma. Associate’s Degree preferred. Experience providing technical support on a variety of hardware, software and operating systems. Industry relevant certifications preferred (i.e. Network +).

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

PHYSICAL REQUIREMENTS

Some standing, walking, moving, climbing, lifting (up to 40 lbs.), carrying, bending, kneeling, crawling, reaching, handling, pushing and pulling.

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

SPECIAL REQUIREMENTS

Possession of a valid driver’s license

FLSA status: Non-Exempt	Revised: 3/15 <i>Formerly: Data Support Specialist</i>
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