Position Description

POSITION TITLE: Technology Support Technician

F.L.S.A. Exempt

QUALIFICATIONS:
- Excellent software skills
- Good oral and written communication skills
- Knowledge and experience with hardware warranty procedures
- Excellent knowledge of desktops, laptops, and other common peripheral devices
- Excellent organizational skills.
- Effective interpersonal and communication skills
- Strong ability to educate users on new software, hardware, policies and procedures
- Certification in current Microsoft Windows version preferred
- Ability to lift up to 40lbs up to a height of 4 feet occasionally
- Self-motivated.
- Current driver's license and access to a personal vehicle for travel in district (mileage reimbursement provided)

REPORTS TO: Lead Technology Support Specialist

TERMS OF EMPLOYMENT: Twelve months with benefits provided according to Classified Agreement.

ESSENTIAL JOB FUNCTIONS:

1. Provide exceptional customer service in a proactive manner for all students and staff.
2. Train and assist users in the proper use of district technology resources.
3. Provide technical support for students and staff on hardware, software and web-based resources.
4. Communicate effectively with staff and students regarding technology information.
5. Effectively diagnose and troubleshoot malfunction of hardware devices, including laptops, desktops, printers, scanners, barcode readers, digital cameras and other technology tools.

6. Deploy and maintain operating systems and software titles for each building via disk imaging and other automated deployment technologies.
7. Research and implement preventative maintenance procedures for district technology devices.
8. Provide technology orientation to new teachers and support staff.
9. Assist users with questions about employee websites and other technology resources.
10. Conduct and maintain inventory on technology equipment.
11. Collaborate and team with the Instructional Technology Department in supporting the effective use of technology.
12. Educate users on proper ticketing procedures for technology incidents and requests.
13. Travel in district when required to provide services and deliver or pick up technology equipment.
14. Lead and/or participate in special technology projects as required.