

Career Technical Education Area Technician
New Hanover County Schools

Job Description

Class: Classified
Dept: Instruction

TITLE: Career Technical Education Area Technician

QUALIFICATIONS:

1. Associates degree in Computer Engineering Technology or related technical field and/or equivalent training and experience.
2. One year of technology related work experience.
3. Valid North Carolina driver's license.

REPORTS TO: Supervisor of Career and Technical Education

JOB GOAL: Supports site and district desktop infrastructure to allow for the execution of daily operational goals and objectives. Assist, advise, troubleshoot, and coordinate all computer, printer, software and peripheral installations and repairs.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to school/department issues.
2. Manage work order requests for Career Technical Education instructional labs and classrooms.
3. Assist, advise and coordinate all computer and peripheral repairs and installations at all NHCS Career Technical Education instructional sites.
4. Coordinate the repair of all computer and peripheral equipment, including software applications and operating systems at all NHCS Career Technical Education instructional sites.
5. Install, troubleshoot and coordinate network interface of instructional equipment and operating systems.
6. Coordinate the inventory of parts and equipment for the Technology Department.
7. Maintain records of Career Technical Education equipment, repairs, and parts orders.
8. Implement and manage network tools for Career Technical Education instructional labs and classrooms.

9. Coordinate with the network team and provide direct support to configure users; install, and configure instructional applications on networks.
10. Maintain knowledge and skills as required to stay current with emerging instructional technologies.
11. Provide insight on the use and implementation of new systems and technologies.
12. Work within the Technology Department, coordinating with the Career Technical Education Department, to develop a strong cohesive unit supporting all instructional technology implementation.
13. Perform related duties and responsibilities as requested by the Supervisor of Career and Technical Education.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: Grade 71

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrate functional knowledge of IBM/PC and Macintosh type computers, operating systems, and related hardware, and of networking systems.
- Ability to troubleshoot computer problems determining hardware/software related issues.
- Ability to communicate technical issues to non-technical staff while displaying effective interpersonal skills.
- Demonstrate functional knowledge of North Carolina's state networking policies and procedures.
- Demonstrate functional knowledge of general programs, policies, and practices used in educational organizations.
- Ability to effectively administer, simultaneously, a variety of projects/activities.
- Ability to analyze problems, identify alternative solutions, project consequences or proposed actions, and implement recommendations in support of goals.
- Ability to coordinate and plan the work of others to meet deadlines, accomplish specific tasks, or meet specific standards.
- Ability to provide technical and analytical support for a projected instructional technology recommendations.
- Ability to utilize all aspects of the Microsoft Office Professional software programs.
- General knowledge about Adobe and AutoCAD software programs.
- Ability to lift up to 50 pounds.