



Job Description Workstation Technician

Employment Status: Full-Time

FLSA Status: Non-Exempt

Calendar: 240 Days

Experience Required: Minimum of one (1) year work related experience preferred.

Minimum Education Requirements: High School diploma or G.E.D.

Department: Technology.

Direct Supervisor: Director of Technology.

Primary Work Location: Office setting.

Certification: Proper certificate in related field.

Job Summary: Supports and maintains in-house technology equipment including installing, configuring, diagnosing, repairing and upgrading all District hardware and peripherals and mobile devices ensuring optimal performance.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Maintain hardware on computer systems (install, update, upgrade, troubleshoot, cards, drives, etc.)
- Install, upgrade and troubleshoot software problems.
- Troubleshoot and diagnose problems with end user equipment such as Smart boards, projectors desktop computers, laptops, tables, printers and more.
- Install computer systems (physical, network integration).
- Support mobile devices such as Neos, Kindles, Nooks, iPads, Chromebooks, etc.
- Troubleshoot peripheral devices (scanners, phone, SMART Boards, camera).
- Mount, hang, clean and support projectors and presentation devices district wide
- Install, upgrade, network printers.
- Identify issues and troubleshoot network connectivity, wiring, and accounts.
- Terminate and punch down patch cables into drops and wiring racks.
- Physically move computers and equipment around the district.
- Work on cabling issues in ceilings and walls.
- Perform other duties as assigned.

Knowledge, Skills, and Abilities (KSA's) for Position

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- PC hardware and software installation and Windows 10 operating System.
- Active directory experience with extensive workstation knowledge.
- Local Area Networks (LAN), Wide Area Networks (WAN), and software support systems.

Skills

Effective Date:



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- Strong written and oral communications and relational skills.
- Following and relaying complex oral and written instructions, policies and procedures.
- Strong organizational skills.
- Strong customer service skills.

Abilities

- Multitasking and prioritizing under pressure.
- Work independently.
- Lift up to 50 pounds to shoulder height.
- Climb and work on ladders.
- Establish and maintain effective working relationships with associates, teachers, parents, and the public.
- Effectively welcome and embrace differences among employees and citizens.
- Must be able to successfully complete a background investigation.
- Must be able to work a flexible schedule as needed.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks. Must be able to successfully complete an intense background investigation.



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Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date