

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



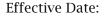
# **Job Description** Workstation Technician

- 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.





# **Job Description** Workstation Technician

## 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.* 

have read and understand this job description and acknowledge that I am
ble 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

Supervisor Signature

Human Resources

Date

Date

Date