

## Attachment C-2

**TITLE:** Full Time IT Support Technician

**QUALIFICATIONS:**

1. An undergraduate degree in computer science/related field of study or an equivalent combination of education and experience.
2. Strong understanding of a wide range of hardware and software.
3. Strong working knowledge and experience with Windows, Chrome, and iOS operating systems and associated devices.
4. Demonstrate the ability to troubleshoot and repair end user hardware devices and software systems.
5. Demonstrate the ability to properly prioritize numerous requests/projects and align the requestor's expectation with the IT department's resources.
6. Preferred experience working with students and educators in the technology field. Minimum two years' experience working with technology support.
7. Valid driver's license and the use of a personal automobile.
8. Ability to lift technology equipment as needed to perform the function of the job.
9. Ability to communicate and interact effectively with others, work cooperatively with others, and accept direction from supervisors and administration.
10. Certifications and/or training that support district technology services preferred.

**REPORTS TO:** Director of Technology Operations and Digital Security

**GENERAL FUNCTION:** The focus of this position is to provide support for the end users of the district's K-12 information technology systems.

**PERFORMANCE RESPONSIBILITIES:**

1. Maintain the inventory of all assigned building technology devices and software.
2. Install, upgrade, and maintain end user software systems.
3. Provide training and support to end users.
4. Install hardware, software, and peripheral devices on a wide range of end user devices.
5. Diagnose, repair, and upgrade end user hardware and software.
6. Participate in the development, implementation, installation, and maintenance of technology systems to maintain and produce required information to the district.
7. Assist in the activities necessary to ensure the procurement of computer hardware and software to ensure that the technology requirements of the district are met.
8. Keep informed about existing and emerging technologies in order to support computer, printer, and software problems.
9. Make recommendations for changes and upgrades in the area of technology.
10. Participate in the technology department's support services and resolve or escalate tier 1 issues.
11. Provide help desk support for all district technology end users.

12. Assist in the development of district-wide and building-level technology projects and improvements.
13. Coordinate with building administration to ensure the timely, efficient, and effective use of end user technology.
14. Follow established policies and procedures for technology department operations.
15. Maintain consistent lines of communication with the Director of Technology, technology engineers, and the Data Management Specialist making them aware of existing and potential problems.
16. Assist staff by diagnosing and solving computer equipment problems.
17. Display ethical and professional behavior in working with students, parents, school personnel, and outside agencies associated with the school.
18. Protect confidentiality of records and information about staff and students.
19. Ensure maximum uptime of all district end user technology systems and remediate any end user system or service outages.
20. Coordinate the installation, relocation, and configuration of end user technology, including any need to add, remove, modify, or troubleshoot voice/data cabling.
21. Perform other duties which may be within the scope of his/her employment and certification(s) as may be assigned by the Superintendent of Schools.

**TERMS OF EMPLOYMENT:**

Twelve months per year.  
Salary as determined by The Board of Education.

**EVALUATION:**

Performance of this position will be evaluated in accordance with the Board of Education's policies and procedures on evaluation of administrative personnel.

**DATE OF APPROVAL/ADOPTION**

**BY SAYREVILLE BOARD OF EDUCATION: 6/15/21**