



BRIDGEWATER-RARITAN REGIONAL SCHOOL DISTRICT
Job Description Manual

SECTION ADMINISTRATIVE SUPPORT STAFF
CATEGORY NON-CERTIFIED PERSONNEL
TITLE TECHNOLOGY SPECIALIST (Level 2 Technician)

QUALIFICATIONS

1. Two-year degree from technical institution, or equivalent technical training with a certificate, in a computer or electronics related field.
2. Strong knowledge and experience with personal computers including laptops and Chromebooks.
3. Strong knowledge of hardware troubleshooting practices.
4. Strong ability to diagnose and repair devices.
5. Basic understanding of network infrastructure, protocols and troubleshooting.
6. Excellent communication, problem-solving, and human relations skills.
7. Valid New Jersey driver's license. Must be able to provide own transportation for travel between district schools and offices.
8. Such alternative or additional qualifications as the Board of Education may deem appropriate.

REPORTING RESPONSIBILITY

The technology specialist reports to the Systems Manager.

JOB GOAL

The technology specialist will:

- Resolve complex issues requiring detailed knowledge of systems and applications that have been escalated by building technicians.
- Maintain an accurate and up to date technology inventory.
- Facilitate device distribution and intake procedures for staff and students
- Repair devices on-site as appropriate and coordinate repairs out of the district.



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TERM OF EMPLOYMENT

Twelve- month contract, non-certificated, non-bargaining.

PERFORMANCE RESPONSIBILITIES:

1. Technical Responsibility:
 - 1.1. Answers technology-related questions, problems, or concerns.
 - 1.2. Provides second-level support for the maintenance and troubleshooting of all mobile technology.
 - 1.3. Maintain up-to-date and accurate inventory of all district technology hardware.
 - 1.4. Coordinate the distribution and collection of equipment.
 - 1.5. Update and maintain equipment.

2. Technology Repairs:
 - 2.1. Diagnose and repair equipment issues with Chromebooks, laptops, iPads and other technology.
 - 2.2. Perform on-site analysis, diagnosis, and resolution of hardware problems for a variety of end-users, and recommend and implement corrective solutions, including off-site repair as needed.
 - 2.3. If necessary, liaise with third-party support and equipment vendors.
 - 2.4. Document instances of hardware failure, warranty repairs, accidental damage.
 - 2.5. Submit requisitions for necessary parts/supplies needed in a timely manner.

3. Technical Knowledge:
 - 3.1. Google Admin Console OU groups and security.
 - 3.2. Gopher for Chrome devices and users.
 - 3.3. Inventory software
 - 3.4. Chromebook, laptop, and iPad repairs.
 - 3.5. Advanced knowledge of spreadsheets.
 - 3.6. Active Directory and Group Policy basic knowledge.
 - 3.7. Has broad knowledge of MDM best practices and settings

OTHER DUTIES

1. Maintains confidentiality in all areas of assignment.

2. Assumes other duties and responsibilities incidental to the position or as assigned by the Superintendent, Assistant Superintendent for Personnel, or designee.

3. Adheres to all district policies and regulations, including but not limited to:
 - a. Support Staff Member/School District Reporting Responsibilities – 4159
 - b. Physical Examination – 4160
 - c. Substance Abuse – 4218
 - d. Electronic Communications between Support Staff Members and Students – 4283
 - e. Sexual Harassment – 4352
 - f. Harassment, Intimidation, and Bullying - 5512



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PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Adopted: 2022 April 05