

ROSSVILLE CONSOLIDATED SCHOOL DISTRICT
JOB DESCRIPTION

Job Title: Classified – Computer Technician

Reports To: Director of Technology

Approved by: Board of Education

Approval Date: May 4, 2021

POSITION SUMMARY:

The Computer Technician will work under the direction of the Director of Technology and support the on-going technology program in the building where assigned.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED) plus extensive computer knowledge, including:

1. Hands-on hardware troubleshooting experience
2. Maintenance/repair skills for computer and peripherals
3. Appropriate training and/or background in voice, data, and video technologies, or a strong desire to acquire the above-listed competencies
4. Experience in an educational setting is desirable
5. Experience with technology including personal computer operations and the ability to operate a variety of software programs
6. Experience with wireless networks desirable
7. A+ Certification is required

QUALIFICATIONS:

1. Must be proficient in written and oral communications
2. Demonstrates sincere desire to be service-oriented to the corporation staff
3. Ability to work collaboratively in a team-oriented environment
4. Strong interpersonal communications, relationship building, and organizational skills
5. Able to read and understand technical manuals, procedural documents, and OEM guides
6. Self-motivated and directed, with the ability to effectively prioritize and multitask
7. Able to climb ladders and lift up to 50 pounds

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Configure, maintain, troubleshoot, and repair technology equipment such as a computer, computer hardware, printers, projectors, scanners, telephones, iPads, laptops, and other associated peripherals.
2. Install and configure software applications used by the corporation onto corporation-owned computers.
3. Apply software application upgrades and patches as instructed by the Director of Technology.
4. Troubleshoot and/or resolve staff and student issues with technology equipment, network connectivity, and software applications.
5. Perform periodic preventive maintenance/cleaning on technology equipment.

6. Assist with the maintenance of the corporate network servers and infrastructure equipment.
7. Assist with maintaining the technology inventory system and repair paperwork.
8. Create documentation and how-to on procedures and processes.
9. Troubleshoot and resolve network connectivity issues.
10. Assist the Director of Technology with the installation of network hardware such as servers, workstations, printers, battery backups, switches, and routers.
11. Assist Director of Technology in managing electronic-based access for staff, students, and parents.
12. Apply software application upgrades and patches as instructed by the Technology Coordinator.
13. Provide support to staff and students on the proper use of technology equipment and software applications.
14. Install/maintain classroom and corporate support infrastructures such as computer setups, projectors, and data cabling.
15. Assist with educating users on the proper cybersecurity procedures and preventative measures to help create a secured environment.
16. Other duties as assigned by the Director of Technology and/or the Superintendent.