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WAUNAKEE COMMUNITY SCHOOL DISTRICT
COMPUTER TECHNICIAN
Job Description

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QUALIFICATIONS:
1. Associates degree in a related technical field or equivalent training.
2. A+ and Network+ Certifications or equivalent training and experience.
3. Experience working in an academic institution, preferably K-12 education, strongly preferred.
4. Demonstrated knowledge skills in information system hardware, software, and troubleshooting.
5. Knowledge and experience with Google Apps for Education preferred.
6. Ability and willingness to learn new systems and technology.
7. Demonstrated ability in handling confidential matters in an ethical manner.
8. Knowledge of principles and practices of network design and administration.
9. Sound organizational skills and an ability to recognize and change work priorities in a timely fashion.
10. Valid Wisconsin driver's license is required for travel between district school buildings.

REPORTS TO: Director of Technology

GENERAL RESPONSIBILITIES:
The district technician will be responsible for providing remote and in-person tier 2 support to the district and will require traveling between buildings. The responsibilities include installing, supporting, and maintaining workstations, peripherals, operating systems, hardware, and software applications. The district technician will work with the Network Administrator and Network Engineer in a supporting role as needed. The district technician will also assist with recording and streaming meetings. The job demands the ability to bend and lift, crouch, kneel, and walk in order to perform essential functions.

ESSENTIAL FUNCTIONS:
1. Provide remote and in-person support to end users through their requests for services by troubleshooting site hardware, software and wiring problems.
2. Set-up, install, and maintain district computer systems. Test and install workstation hardware and software upgrades.
3. Apply computer images for new hardware.
4. Support Network Administrator in providing virus and malware protection and troubleshooting infections.
5. Repairing chromebooks.
6. Supporting Google Apps for Education.
7. Set-up, install and maintain printers, computer peripherals, and their related software.
8. Coordinate installation of local and web-based software and troubleshoot and resolve issues.
9. Perform repair of computer hardware, printers, and peripherals, including acquisition of parts and maintaining service related records.
10. Assist with maintaining the network hardware, software, networkable computer applications and files as needed.
11. Coordinate the annual cleaning and preventive maintenance of district computer equipment.
12. Provide basic training on hardware, operating system, and software use as needed.
13. Provide technical support to tier 1 building computer assistants.
14. Provide support to the Network Administrator and Network Engineer by being able to backup/restore user files on the network, shutdown and/or reboot servers in the correct sequence in case of need, perform basic administration tasks on user accounts while maintaining data integrity and network security.

<u>OTHER FUNCTIONS</u>:
1. Maintain currency of technological skills and knowledge base.
2. Promote a positive image of the District at all times.
3. Participate in district technology meetings as required.
4. Operate in coordination with Network Administrator and Network Engineer.
5. Perform other responsibilities as assigned by the Director of Technology

Adopted: October 2006
Revised: January 2007

Updated: August 2021