

RSU No. 5 Durham ~ Freeport ~ Pownal
District Help Desk/Computer Technician Job Description

QUALIFICATIONS:

1. Minimum of an Associates degree or two or more years of relevant experience in a technology support position.
2. Possess strong organizational skills as well as the ability to handle multiple projects professionally.
3. Familiarity with educational software.
4. Familiarity with existing Technology Initiatives.
5. Working knowledge of basic network troubleshooting techniques.
6. Experience maintaining wired and wireless networks.

REPORTS TO: Technology Director

JOB GOAL: Work closely with the Technology Director and other members of the technology team to support current and evolving technology in the district, including networks, hardware and software. Respond to issues of a technical nature in a timely manner, assuring the least amount of downtime for the associated systems.

PERFORMANCE RESPONSIBILITIES:

1. Diagnose, repair, and maintain current hardware, software and network systems as needed.
2. Provide technical support to students, staff, and administration for the performance of their assigned duties.
3. Install, configure, and upgrade hardware/software as needed.
4. Recommend repair or replacement of equipment.
5. Assist the Technology Director with planning the purchasing of technology equipment.
6. Ensure that staff needs/requests are met in a timely manner.
7. Maintain a positive outlook/friendly demeanor at all times.
8. Provide training and assistance to staff and students in the use of technology resources as needed.
9. Perform other tasks and duties as assigned by the Technology Director.

ESSENTIAL FUNCTIONS:

Ability to:

1. Read with comprehension, write and calculate accurately.
2. Reason and understand policies, procedures, and related job information.
3. Follow to completion verbal or demonstrated instructions.
4. Speak clearly, communicate effectively, accurately hear and see.

5. Complete with precision and safety all physical duties, including upper and lower body functions, reaching, lifting (at least 10-20 lbs.), bending, twisting, stooping, and climbing stairs.
6. Complete with accuracy eye-hand coordinated tasks.
7. Sustain and complete with accuracy assigned seated clerical tasks.
8. Concentrate on completion of job details when there are distractions and work under pressure to successfully meet deadlines.

LEGAL AND ETHICAL DUTIES:

1. Maintains confidentiality about all aspects of work.
2. Follows health and safety procedures established by the system.
3. Arrives and departs punctually, notifying appropriate personnel about absences and coverage.
4. Demonstrates loyalty, dependability, integrity, and other ethical standards.
5. Follows the chain of command for various administrative procedures.
6. Observes School Committee and school policies.
7. Meets and follows all State and Federal laws and regulations.

TERMS OF EMPLOYMENT: Twelve-month or contractually determined. RSU No. 5 Board of Directors will determine salary and benefits.

EVALUATION: Evaluated annually by the Technology Director or his/her designee.

NOTE:

The above job description reflects the general requirements necessary to describe the principle functions and responsibilities of the job identified and shall not be interpreted as a detailed description of all work requirements that may be inherent in the job, either at present or in the future.

To perform successfully in this position, an individual must perform each duty and responsibility satisfactorily. The requirements are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read and understand the terms and conditions of this position.

Employee's Signature: _____ **Date:** _____

Original to Personnel File
 File Copy to Employee
 Adopted: November 20, 2018