

# **Birmingham Community Charter High School IT Technician I**

Title: IT Technician I  
FLSA Status: Non-Exempt  
Reports to: IT Systems Manager  
Supervises: N/A

## **DEFINITION:**

Under the supervision of the IT Systems Manager, the IT Technician I is responsible for installing and maintaining computer hardware, software, and other peripherals such as, but not limited to copiers, projectors, and audio/video equipment and setup; responds to trouble tickets and exclusively helps all end users; provides hardware and software maintenance in an effective and efficient manner to ensure maximum access to and implementation of technology services and resources; maintains labs, laptop carts, and updates the technology inventory. Incumbents of this job classification may be eligible to promote to IT Technician II after a period of satisfactory performance and demonstration of appropriate skill level to perform the duties of the higher level.

## **ESSENTIAL FUNCTIONS:**

- Set up and configure desktops, laptops, mobile devices, and audio-visual computing peripherals
- Install desktop and laptop computer software and software updates
- Connect peripheral devices such as monitors, printers, scanners and installs device drivers
- Test microcomputer and related peripheral devices
- Troubleshoot and repair computer hardware, software and operating systems and installs upgrade components
- Troubleshoot and repair malfunctions in software or removing malware
- Troubleshoot end user technology issues
- Respond to user questions concerning hardware, software and operations
- Maintain records of user service requests
- Transport equipment and software to user work sites
- Identify and prepare hardware for disposal when appropriate
- Ensure hardware is stripped and secured before disposal
- Maintain current and accurate inventory of technology hardware, software and resources
- Act as a liaison between users, vendors and technology staff to resolve technical problems
- Close Help Desk tickets
- Provide system updates and repairs lab workstations and mobile carts
- Manage the technology inventory when new hardware is purchased or retired
- As assigned, may occasionally participate in team projects, including addressing network issues, for training and development purposes.
- Perform other related duties as required

## **KNOWLEDGE OF:**

- Microcomputer hardware and peripheral equipment, microcomputer operating systems, computer security principles and software
- Hardware and software installation and maintenance practices

- Computer networks and IP addressing
- Troubleshooting, testing, and diagnostic procedures, equipment and software
- Computer and hardware troubleshooting and repair such as printers, copiers, and projectors
- Computer viruses and security threats
- E-mail and internet programs such as web browsers and plugin
- Safety practices and precaution

#### ABILITY TO:

- Maintain up-to-date knowledge and skills to perform assigned duties as technology evolves over time
- Install and administer computer hardware and software
- Identify and analyze technical problems and recommend viable solutions
- Operate a variety of diagnostic equipment and diagnostic software
- Select and use appropriate hand tools
- Apply analytical and problem solving skills
- Use decision making skills effectively
- Follow procedures for ensuring accuracy and thoroughness in completing assignments
- Work with little supervision at customer locations
- Understand and meet customer needs
- Work effectively within a team ☐ Communicate effectively, both orally and in writing

#### EDUCATION:

Graduation from high school or equivalent supplemented by additional industry training certificates or college level courses in computer science, computer repair and upgrades, windows, android and apple operating systems, etc. An Associate's degree in computer and network technology or equivalent from an institution of higher learning recognized by the Council of Higher Education Accreditation is preferred.

A bachelor's degree in computer science of information technology or a field closely related to the knowledge and abilities requirements of this classification from an institution of higher learning recognized by the Council of Higher Education Accreditation may substitute for one year of general experience.

#### EXPERIENCE:

Two years of experience installing and troubleshooting microcomputer hardware, software, and related peripheral equipment.

#### PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate a computer keyboard
- Hearing and speaking to exchange information
- Seeing to read a variety of materials and view a computer monitor
- Sitting for extended periods of time
- Lifting, carrying, pushing or pulling moderately heavy objects
- Bending at the waist, kneeling or crouching

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

**Right to Revise:**

This job description is not meant to be all-inclusive and the Charter School reserves the right to revise this job description as necessary without advance notice.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed, as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer without notice.

Employee: I have received a copy of the above Job Description and agree to direct any questions to my supervisor.

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Employee Signature

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Date