

Inter-Lakes School District

Job Description



Title: Technology Technician II	Date Revised: March 15, 2023
Classification: Non-Bargaining	Terms of Employment: 260 days
Reports To: Technology Director	Supervises: n/a

QUALIFICATIONS:

1. An associate's degree in Computer Science or related field, four years' experience in a network environment, or any equivalent combination of training and experience.

JOB OBJECTIVE:

The Technology Technician II is responsible for deployment and management of district devices and the management of user accounts. Other responsibilities include but are not limited to: oversee printer management operations and VOIP communications, and working with team members to respond to user needs in person and via the ticketing system. Experience with Active Directory, Google Admin, FreePBX, and PaperCut is preferred. The Technology Technician II should be able to work independently, require minimum supervision, and may act as lead when the need arises.

ESSENTIAL JOB FUNCTIONS*:

- Assist in the deployment of software and system images.
- Oversee the enrollment and provisioning of Chromebooks.
- Sets up and configures desktop computers, staff work stations, peripherals, and classroom technology.
- Administers user accounts, oversees roles, and ensures security clearance.
- Assists in the maintenance of systems, databases and district website.
- Support the HelpDesk mission by responding to the technology needs of the staff and students and assisting with unresolved, ongoing issues.
- Perform other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

- Interpersonal communication skills are critical.
- Working knowledge of the administration and management of Google Workspace.
- Working knowledge of the Microsoft Server family of products.
- Must have the ability to troubleshoot and solve complex issues.
- Must be attentive to detail.
- Must be organized.
- Must have the ability to complete written and oral instructions, and provide assistance to staff, students, and public.

WORKING CONDITIONS:

Work is primarily in an office environment. While performing the duties of this job, the employee is frequently required to sit. This position also requires periodic walking, standing, bending and lifting. Some travel is required.

OTHER:

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name (Print)

Date

Employee Signature

*** External and internal applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**