TITLE: **TECHNOLOGY SUPPORT I, II & III**

QUALIFICATIONS:
Technology Support I
1. High school diploma (Associate's Degree Preferred)
2. Two or more years computer/software installation/hardware repair experience
3. Knowledge of computer hardware, software, diagnosis and repair, Microsoft Windows, computer networking, LANs, Internet, Google Suite, and Microsoft Office software.
4. Good social skills, willing to work independently or in groups, quick learner
5. Ability to prioritize tasks

Technology Support II
1. High school diploma (Baccalaureate Degree Preferred)
2. Four or more years computer/software installation/hardware repair experience
3. Certifications in computer/network fields recommended MCP, A+, Network +
4. Knowledge of computer hardware, software, diagnosis and repair, Microsoft Windows, computer networking, LANs, Internet, Google Suite, and Microsoft Office software.
5. Good social skills, willing to work independently or in groups, quick learner
5. Self-maintainer certified (Dell, HP, etc.)
6. Ability to prioritize tasks

Technology Support III
1. High school diploma (Baccalaureate Degree preferred)
2. Five or more years computer/software installation/hardware repair experience
3. Certifications in computer / network fields recommended MCP, A+, Network+
4. Two or more certifications in the following, advanced Microsoft certification, Google IT Support Certificate, Security+, other as approved by the Director of Technology.
5. Knowledge of computer hardware, software, diagnosis and repair, Microsoft Windows, computer networking,   LANs, Internet, Google Suite, and Microsoft Office software.
6. Good social skills, willing to work independently or in groups, quick learner
7. Ability to prioritize tasks

REPORTS TO: Director of Technology

JOB GOAL: To provide necessary skills to the Technology Department for implementing and maintaining district technology, computers and software. Maximize the educational opportunities and achievement of students by supporting the district technology, staff and teachers.

PERFORMANCE RESPONSIBILITIES:
1. Communicate and work closely with the district technology department.
2. Serve as a technology resource to all staff and students.
3. Communicate with teachers and students as encountered in an appropriate and efficient manner.
4. Serve as an accessible technology information resource for staff and students.
5. Ensure all district, state and federal privacy and data security regulations are enforced.
6. Maintain a high level of security as entrusted with confidential information.
7. Perform basic trouble-shooting and repairs on district computer hardware and software.
8. Perform hardware and software installation and upgrades.
9. Assess and report maintenance conditions as observed or encountered during completion of assigned tasks.
10. Installation of all technology equipment and systems within the district.
11. Ensure all safety procedures are followed by all staff.
12. Perform other duties and responsibilities as directed by the Director of Technology.

PHYSICAL DEMANDS: Must be able to lift up to 50 pounds, climb ladders and operate lifts.
TERMS OF EMPLOYMENT: 12 months per School Board Policy GDBDA
TYPE OF POSITION: Non-Exempt
EVALUATION: Evaluated annually by the Director of Technology
PAYSCALE: Classified Hourly Non-Exempt Scale
APPROVED BY SCHOOL BOARD: June 24, 2021