

MIDWESTERN INTERMEDIATE UNIT IV

TITLE: Intermediate Unit Technician **DATE:** August 2, 2017

REPORTS TO: Director of Technology and Information Services

APPROVED BY: Board of Directors

JOB SUMMARY: Perform the installation, repair and maintenance of technology for Intermediate Unit personnel, departments, customers and projects.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Perform maintenance, repair and troubleshooting of technology and related equipment.
2. Deliver equipment and supplies to school districts and vendors and unload trucks, when necessary.
3. Facilitate communication with school districts regarding price approval and diagnosis of problems, process orders for parts/equipment and determine cost of repairs.
4. Maintain knowledge of current and up-to-date technology.
5. Evaluate equipment and determine repair status.
6. Set-up conference rooms, offices, and classrooms with appropriate technology.
7. Provide high quality customer service to Intermediate Unit personnel and customers by providing timely and accurate technical support.
8. Perform other duties as assigned by the Director of Technology and Information Services.

QUALIFICATIONS:

- High School diploma or equivalent required
- Overall technology experience is required that includes knowledge of computer hardware, software, and network troubleshooting.
- Must have valid driver's license
- Submission of pre-employment medical examination (Section 148 of the Pennsylvania School Code)
- Submission of a report of criminal history record from the Pennsylvania State Police (Section 111 of the Pennsylvania School Code)
- Submission of a clearance report from the Pennsylvania Department of Public Welfare in accordance with Act 151 of 1994
- Submission of Federal Criminal History Report in accordance with Act 114 of 2006
- Submission of Arrest/Conviction Report and Certification Form per Act 24 of 2011
- Such alternatives to the above qualifications as the Board of Directors may find appropriate and acceptable

PHYSICAL DEMANDS:

- Ability to reach above and below the waist
- Ability to use fingers to pick, feel and grasp objects
- Some stooping, kneeling, bending, and twisting of the body required
- Ability to lift and/or carry supplies and/or papers weighing no more than 70 lbs.
- Ability to mostly sit with some walking, standing or moving throughout

the work environment and ability to work on and climb ladders

SENSORY ABILITIES:

- Visual acuity
- Auditory acuity

WORK ENVIRONMENT:

- Typical office environment
- Subject to mostly inside and sometimes outside environmental conditions
- May be exposed to hazardous materials

TEMPERAMENT:

- Must possess excellent interpersonal skills
- Must be able to work in an environment with frequent interruptions
- Must be cooperative, congenial and service oriented
- Must be able to make judgments and work under a high level of stress

COGNITIVE ABILITY:

- Ability to communicate effectively
- Ability to organize tasks
- Ability to handle multiple tasks
- Ability to exercise good judgment

SPECIFIC SKILLS:

- Must possess computer skills
- Ability to operate various technology equipment
- Ability to operate various office equipment
- Ability to drive Midwestern Intermediate Unit IV vehicles
- Must appropriately handle confidential information

(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)