

TRUSSVILLE CITY BOARD OF EDUCATION
Job Description

POSITION TITLE: Senior Support Technician

QUALIFICATIONS: Degree in data communications, computer science or related work experience and/ or industry certification
Applicants are required to pass a standard test for this position.

JOB GOAL: To assist in educational instruction and administration through implementation and maintenance of computer and related technologies.

REPORTS TO: Director of Technology

SUPERVISES: NA

EVALUATION: Trussville Board of Education Personnel Evaluation Plan

PERFORMANCE RESPONSIBILITIES:

1. Implements and maintains technology initiatives.
2. Provides assistance in the application of technology in all areas related to the district.
3. Assists the administration and teachers in the learning of software within the district.
4. Assists in installing software and hardware in all schools and the central office.
5. Supervise the maintenance of all technology equipment.
6. Provide tech support, network management, and disaster recovery for all schools and the central office.
7. Troubleshoots networks, systems, and applications to identify and correct malfunctions and other operational difficulties.
8. Configure, maintain, and manage network security, including but not limited to, physical security, anti-virus, spam filters, Internet filtering, wireless connectivity, and VPN access.

9. Maintains and updates technical documentation.
10. Demonstrates a high degree of professionalism and ethics, working cooperatively with the Board, the Superintendent, Director of Technology, administrators, certificated and non-certificated personnel, parents and students.
11. Performs other assigned duties as directed.