

WESTMINSTER SCHOOL DISTRICT JOB DESCRIPTION

TITLE: TECHNOLOGY SERVICES TECHNICIAN

BASIC FUNCTION:

Under the direction of the Chief Technology Officer with general oversight from the school principal or assigned supervisor, provides technical support for instructional and administrative computing devices, networking hardware, and related software. This position involves troubleshooting hardware and software issues, maintaining and upgrading technology infrastructure, providing support to staff and students, and ensuring the proper functioning of technology across school sites. The Technology Services Technician is responsible for maintaining technology inventory, training personnel on recent technologies, and assisting in network management.

ESSENTIAL DUTIES:

Provide first-line technical support to students, teachers, and staff for hardware, software, and network connectivity issues.

Install, configure, and maintain computing devices, peripherals, and presentation systems.

Troubleshoot and resolve issues with computers, printers, projectors, interactive displays, and instructional technology.

Assist in deploying and maintaining LANs and WANs.

Maintain security protocols and assist with virus control across district systems.

Install and configure instructional and administrative software, including updates.

Train teachers, students, and staff on recent technology and software applications.

Manage inventory of technology equipment, ensuring accurate records of hardware, software, and repairs.

Coordinate with vendors and IT staff for system maintenance, repairs, and procurement.

Assist in developing and implementing technology policies and procedures.

Make recommendations for technological improvements based on system performance.

Document and track technology issues, resolutions, and maintenance schedules.

Stay current with emerging technologies through meetings and professional development.

Troubleshoot and repair Chromebooks used by students and staff.

Provide instruction on technology literacy and operational use of software.

Prepare computer labs, mobile labs, and classroom devices for daily use.

Conduct inventory and manage electronic, digital, and media resources.

Maintain cleanliness, safety, and organization of technology equipment.

Prepare reports on student progress and technology usage.

Provide assistance and recommendations for instructional software.

OTHER REPRESENTATIVE DUTIES:

Assist with set up, upgrade, and maintenance of servers, network hardware, and wireless infrastructure.

Assist in researching, evaluating, and recommending new technology solutions for classroom and administrative use.

Support district-wide technology initiatives and projects as assigned.

Maintain documentation and procedures related to technology support, troubleshooting, and user account management.

Provide remote support to staff and students as needed.

Manage user accounts, permissions, and access to district technology resources.

Stay current with educational technology, providing information and recommending instructional software for teachers.

Collaborate with teachers to select programs and materials to meet student needs.

Monitor student Internet access as outlined in the Acceptable Use Agreement (AUA).

Load, format, and prepare electronic storage/back-up technology data.

Install necessary software on campus technology devices.

Participate in meetings, in-service training, and professional development programs as assigned.

Designs, updates and manages web content on school supported websites.

Interprets and applies District and industry standards for quality website design, accessibility, website compliance standards and data confidentiality.

Creates videos for internal and public communications promoting assigned programs and District values.

Prepare and submit reports as required or assigned.

Perform other job-related duties as assigned.

ORGANIZATIONAL RELATIONSHIPS:

- Supervision: 1. Is responsible to and evaluated by the Chief Technology Officer with input from the principal or designated administrator of the site(s) to which assigned.
2. May provide limited direction and guidance to volunteers and student helpers.
3. No supervision is exercised by this position.
- Internal Contacts: 1. Continuous contact with students and staff.
- External Contacts: 1. Some contact with vendors, other technology service providers, employees from other school districts and Orange County Department of Education (OCDE).

KNOWLEDGE AND ABILITIES:***KNOWLEDGE OF:***

Operation and maintenance of computing devices, peripherals, and networking equipment.

Installation and operation of software applications in an educational environment.

Basic network infrastructure, troubleshooting techniques, and diagnostic tools.

Cybersecurity principles, including virus protection and data integrity measures.

Best practices for classroom and administrative technology use.

Inventory management and asset tracking for technology resources.

Effective training techniques for users with various levels of technical expertise.

Child guidance principles and practices.

Basic subjects taught in elementary schools, including arithmetic, grammar, spelling, language, and reading.

Operation of technology equipment.

Basic computer terminology and instructional techniques.

Safe practice for in-classroom and computer lab activities.

Proper grammar, spelling, punctuation, and vocabulary.

Oral, reading, and writing communication skills.

Interpersonal relations skills, using tact, patience, and courtesy.

Record-keeping procedures.

ABILITY TO:

Operate personal technology devices and related software commonly used by students.

Install and configure computers, peripherals, and software.

Diagnosing and resolving hardware, software, and network issues.

Provide clear and effective technical support to users.

Read and interpret technical manuals and documentation.

Maintain accurate records of technology inventory and maintenance.

Communicate effectively with teachers, administrators, and students.

Work independently and collaboratively within a team environment.

Adapt to evolving technologies and stay current with industry trends.

Lift and transport equipment up to 50 pounds as needed.

Tutor and assist students in technology device operations skills.

Update technology programs.

Remain current, continuing knowledge of technology devices and software.

Print and write legibly.

Make arithmetic calculations quickly and accurately.

Plan and organize work.

Move and set up technology devices and related equipment.

Operate instructional and office equipment.

Perform clerical duties, such as filing, duplicating, and maintaining simple records.

Understand and follow both oral and written directions.

Communicate effectively with children and adults.

Read, interpret, and follow rules, regulations, policies, and procedures.

Work confidentially with discretion.

Establish and maintain effective working relationships with others.

EDUCATION AND EXPERIENCE:

1. High school diploma or equivalent and college-level course work directly related to technology, computer science or computer repair.

And

2. Two years of experience in supporting students and/or staff in the operation of technology, technology devices and peripheral equipment.

LICENSES AND OTHER REQUIREMENTS:

A valid California Driver's License and insurability by the District's insurance carrier.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to do the following:

- Grasp, grip, handle, or use hands for fine motor tasks.
- Prolonged standing and/or sitting.
- Reach with hands and arms.
- Frequently talk, hear, and listen.
- Occasionally required to stand, walk, climb or balance, stoop, kneel, or crouch.
- Specific vision abilities required of a person in this job include close vision, distance vision, depth perception, and the ability to change focus.
- Frequently lift and/or move objects weighing up to 25 pounds.
- Occasionally lift and/or move objects weighing up to 60 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PREPARED BY:	<u>Classified Personnel Department</u>	DATE: 7/99
APPROVED BY:	<u>Board of Trustees</u>	DATE: 11/5/87
APPROVED BY:	<u>Personnel Commission</u>	DATE: 4/20/93
REVISED BY:	<u>Personnel Commission</u>	DATE: 8/24/99
REVISED BY:	<u>Personnel Commission</u>	DATE: 4/26/05
REVISED BY:	<u>Personnel Commission</u>	DATE: 01/2017
REVISED BY:	<u>Personnel Commission</u>	DATE: 3/11/2025