

Position: Computer Technician

Job Summary: Under general supervision, provides end-user support for PCs, laptops, Chromebooks, iPads, peripherals, media equipment, and other related technology for educational and administrative use throughout all buildings in the district. Implements technology projects as directed by the Technology Coordinator.

Qualifications/Minimum Requirements:

1. A high school graduate with two (2) years of experience demonstrates the ability to troubleshoot computer problems (hardware and/or software).
2. Bachelor's degree preferred.
3. A+ Certification and/or Network+ Certification preferred.
4. Physically able to climb ladders and lift/transport heavy objects. Must have a valid driver's license to travel between buildings.

Reports to: Technology Coordinator

Skills:

- Knowledge and demonstrated technical skill covering, but not limited to, Windows 10, Windows 11, Active Directory, Microsoft Deployment Services (preferred), PC applications, iOS (preferred), ChromeOS, and hardware/software troubleshooting and break-fix.
- Experience pulling and terminating Ethernet cables (preferred).
- Disciplined policy enforcement combined with tact and professionalism in handling issues.
- Ability to handle multiple concurrent issues while maintaining focus in an environment with frequent interruptions.
- Responsiveness, follow-through, and attention to detail.
- Ability and desire to work independently and as part of a team.
- Willingness to learn new technologies and expand knowledge domain.
- Excellent interpersonal skills, both oral and written, with the ability to interact effectively with all levels of the organization.

Responsibilities:

- Provide personalized service to end users by troubleshooting, identifying the source of users' technology-related issues, and providing a resolution.
- Utilize proprietary software, office productivity software, and knowledge management tools to
 - retrieve information and resolve problems.
- Document issue resolutions completely and accurately in the district incident tracking system.
- Communicate effectively with users and other support staff on problem status.
- Research and resolve technical problems to the extent possible before escalating to a higher
 - level of support.

- Track and monitor assigned problems to ensure timely resolutions.
- Assist in operational support activities such as hardware life cycle, OS/application deployment,
 - license compliance, image building, and security patches.
- Work with the Network Administrator on shared project implementations and issue resolution.
- Perform other duties as assigned by the Technology Coordinator.
- Aids in the ongoing support of teachers and students using computers in classrooms.
- Provides hardware and software support to teachers, including but not limited to hardware/software troubleshooting and repairs.
- Troubleshoots problems such as logging on to computer systems or software, printing/copier malfunctions, or routine error messages.
- Research appropriate online resources to find answers. If standard techniques do not resolve the situation, seek assistance from the appropriate technical professional.
- Assist with the installation of new software.
- Assist with the installation of software upgrades for district programs.
- Assist with installing new hardware and provide for distribution or disposal of obsolete hardware.
- Assists with the configuration, creation, and roll-out of workstation images.
- Visits buildings as needed for repair work, software installs and upgrades, computer installs and moves, and copier/printer maintenance and repair.
- Provide full user support for the district's standard application software to meet user/district needs.
- Install and configure internal hardware components such as memory, disk, and optical drives in multi-user PCs to maintain or enhance system operation and capabilities.
- Provide summer maintenance for all systems.