

CLASSIFIED JOB DESCRIPTION

TECHNOLOGY EQUIPMENT TECHNICIAN – ENTRY LEVEL

JOB SUMMARY:

Under the supervision of Technology Support Manager and direction of Technology Support Lead, helps solve complex technical issues and maintain and troubleshoot a wide range of technology software and equipment including telephone systems, intercoms, audio/video, cabling, desktops, laptops, and other end-user technology devices. This role acts as a central point of contact and reference for school site staff and is expected to provide initial assessment and support of technical issues and resolve items not requiring senior staff's assistance. This role may also assist with the basic installation of infrastructure and equipment as needed.

ESSENTIAL JOB FUNCTIONS:

- Researches, troubleshoots, repairs and resolves technical issues on district devices - including computers, peripherals and audio/video equipment. Consults and coordinates with relevant staff as needed; elevates issues to senior staff as needed.
- Installs and maintains District standard school, office, and administrative software, devices and device peripherals; includes set-up, imaging, basic repair/upgrade and basic mitigation of cybersecurity threats as needed.
- Assists with basic troubleshooting of network and infrastructure issues, including wireless connectivity and low voltage wiring – network, audio and video cabling.
- Understands and advocates for the technological needs of assigned school sites.
- Utilizes ticketing system to receive, submit and manage support cases. Adhere to department ticket protocols – including formatting and responsiveness.
- Tracks equipment inventory and prepares spare systems for use and surplus for disposal; organize and maintain dedicated IT storage area at school-site.
- Provides basic assistance to senior staff with the installation of technology equipment – including cable management and organization.
- Provides basic training to end-users on District equipment, software and systems as needed to resolve technical issues.
- Attends District technology meetings and operate out of District Office as required.
- Performs related duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Possess a strong customer service attitude and maintain effective communication with District leadership and staff; excellent oral and written communication skills; ability to collaborate with others in problem solving and project implementation; ability to read and follow technical instructions; maintain effective and cooperative working relationships with co-workers and District staff and leadership.

- Accomplishes tasks in an efficient and timely manner; adhere to department support guidelines and standards.
- Ability to isolate and resolve problems; to document and communicate ticket status and resolution with IT department and District stakeholders.
- Knowledge of Windows, Apple and Google platforms and related accessories.
- Ability to continuously acquire new knowledge relevant to this position; ability to acquire knowledge by locating and referencing technical manuals and online resources.
- Valid California driver's license and insurability for operation of District vehicles.
- High school diploma or GED required. College degree preferred. CompTIA A+ or equivalent technical certification, education or minimum five years comparable work experience, required.

WORKING CONDITIONS AND PHYSICAL ABILITIES:

Must be able to stand and sit for extended periods of time; possess dexterity of hands, fingers, knees and feet to operate computers, office equipment, and tools; walk school and District sites as needed; kneel, bend at the waist, reach overhead, above the shoulder, and horizontally to retrieve, store, and work on supplies and equipment; and lift objects up to 50 pounds.

Position will be required to climb ladders to perform basic troubleshooting and maintenance of equipment mounted to walls and in, and above, ceiling.

Must provide own transportation between main District office and assigned school sites.

Classified Salary Schedule: Range 35
BOARD APPROVED: 09/11/24