



Rockford Area Schools

Technology Support Technician

General Definition of Work

Performs intermediate technical work maintaining the District's information technology network, and related work as apparent or assigned. Work is performed under the limited supervision of the Director of Technology.

Essential Functions

- Responds to user requests regarding computer software and hardware operation to resolve problems
- Manages user settings and App management for Chromebook deployment
- Performs routine updates to computer systems to ensure proper functionality
- Installs and performs minor repairs to hardware, software and equipment
- Troubleshoots and corrects problems with user accounts related to Active Directory or Group Policy
- Maintains operational status of computer labs
- Manages the District's network infrastructure
- Evaluates network performance to ensure sufficient availability of speed and identify network problems
- Confers with staff to verify network usability and determines if modifications are required
- Configures network routers, switches or related equipment
- Prepares evaluations of software or hardware and makes recommendations for improvements or upgrades

Knowledge, Skills and Abilities

- Thorough knowledge of District Policy and Procedures Manual and Updates
- Thorough knowledge of Emergency Procedures and Updates
- Thorough knowledge of Windows Server Infrastructure
- General knowledge of Mac Operating Systems configuration and support
- Comprehensive knowledge of network infrastructure and management
- Thorough knowledge of standard network equipment and server components
- Basic understanding of Binary for Network Subnet configuration
- Thorough knowledge of standard office equipment, computer hardware and related software
- Ability to make arithmetic computations using whole numbers, fraction and decimals
- Ability to compute rates, ratios and percentages
- Ability to establish and maintain effective working relationships with associates, students and parents.

Education and Experience

Associates/Technical degree with coursework in computer science, or related field and considerable experience with Windows Server Support, Mac OS Support, routing, switching and virtualization, or equivalent combination of education and experience.

Physical Requirements

- This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force
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- Work frequently walking, sitting, speaking or hearing, using hands to finger, handle or feel, stooping, kneeling, crouching or crawling and reaching with hands and arms and occasionally requires standing, climbing or balancing, pushing or pulling, lifting and repetitive motions
- Work has standard vision requirements
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word
- Hearing is required to perceive information at normal spoken word levels
- Work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities
- Work has no exposure to environmental conditions
- Work is generally in a moderately noisy location (e.g. business office, light traffic)

Special Requirements

- Windows Server Active Directory and Group Policy Training
- Cisco IOS configuration training
- Network TCP/IP, LAN Wireless, WAN training within two years.
- Valid driver's license.