



Technology Support Technician Job Description

Job Title: Technology Support Technician

Reports to: Technology Director

Dept./School: Technology/Central Administration

Primary Purpose:

Respond to requests for help involving software, computer hardware and peripherals.
Perform installation and maintenance on computer equipment and software applications throughout the district. Support technology use by providing training on hardware and software as required.

Qualifications:

Education/Certification:

Minimum - High school diploma or GED

Preferred – Associate or higher degree or equivalent work experience in related field.

Special Knowledge/Skills:

Broad Knowledge of computer hardware and software applications.

Knowledge of various operating systems.

Knowledge of software used in education industry, word processing, spreadsheet, database, etc.

Knowledge of computer workstation setup and installation.

Ability to detect and resolve technical or technology related problems.

Ability to provide one on one, or group training to support technology users.

Excellent organizational, communications, and interpersonal skills.

Experience:

One year work experience installing, maintaining, repairing and supporting computer hardware, software and peripherals

Major Responsibilities and Duties:

Technical Support

1. Process and prioritize technology related work orders.
2. Evaluate costs and make recommendations on technology related repairs.
3. Arrange for contract repairs for work that cannot be performed by district staff.
4. Work cooperatively with end-users to detect and resolve hardware / software issues.
5. Communicate with software and hardware vendors to resolve end-user problems.
6. Communicate with Network Administrator to detect and resolve end-user problems with internally developed applications and database management.

Installation

7. Install and upgrade computers and peripherals throughout the district.
8. Relocate computer hardware, peripherals, and equipment as needed.



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9. Install and configure software as needed.
10. Assist with the installation, maintenance, troubleshooting, and repair of network equipment.

Equipment Repair and Maintenance

11. Diagnose and repair equipment, including computers and peripherals.
12. Perform preventive maintenance on equipment, including computers and peripherals.
13. Maintain accurate updated records of work performed, materials used and time required to perform repairs and maintenance.

Safety

14. Operate tools and equipment according to prescribed safety procedures.
15. Follow established safety procedures and techniques to perform job duties, including lifting, climbing and carrying.
16. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.

Other

17. Respond to after-hours emergencies as needed.
18. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.
19. Other duties as assigned.

Equipment Used:

Hand tools and test instruments for electronic repairs and cable installations. Personal computers and peripherals.

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Climbing, stooping, bending, and kneeling; frequent use of small hand tools and electronic test equipment; frequent districtwide travel. Prolonged use of computer and telephone, repetitive hand motions. Occasional prolonged and irregular hours. May be required to be on-call 24 hours a day.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____

Date _____

Reviewed by _____

Date _____