

Title: Technology Technician I

Reports to: IT Director

Salary: Grade 64

Terms of Employment: 12 months

SUMMARY: The Technology Technician supports and maintains both administrative and instructional computers, software, and networks. This work includes repair of all technology-related equipment. Employee provides on-site assistance in classrooms, media centers, computer labs, and administrative offices. Employee identifies problems and takes appropriate corrective action. Employee installs and upgrades all technology-related equipment in network and stand-alone environments. Typically, this employee will provide first response support from the system level for the maintenance and operation of computers, software, and networks at the building level. Employee may have multiple sites to maintain.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following and other duties that may be assigned:

- Ensures the maintenance of all computers, software, and local area networks by monitoring performance
- Reads and interprets schematics, wiring diagrams, and manuals.
- Follows directives from senior technicians, higher level specialists or supervisors in the standardization of procedures, repairs and effective practices.
- Attends professional development to enhance knowledge of equipment and operating systems
- Repairs, maintains, and upgrades computing-related equipment.
- Assists with installation of network, communication wiring, switches, workstations, printers, and other peripheral devices
- Assists with installation, operation and maintenance of networked computer hardware, software, and other components.
- Maintains an inventory of electronics components needed to make timely repairs.
- Uses a work-order tracking system for routine repair and maintenance of equipment.
- Refers complex problems to higher-level technical support.
- Documents procedures and maintains equipment inventory

QUALIFICATIONS/REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily:

- Strong knowledge of computers and related technologies
- General knowledge of components of local area networks
- Understanding of mechanical, electronic, and computer principles as applied to the repair and maintenance of computers and peripherals
- Ability to communicate effectively with all levels of technology users
- Ability to establish and maintain effective working relationships
- Ability to climb and work on ladder for an extended period of time
- Ability to crawl under/over/behind desks and through various types of furniture to get to the device in need of repair.
- Ability to set up various types of equipment for meetings and workshops
- General knowledge of Network Systems, Data Switches and Wireless Access points.
- Strong Knowledge of Chromebook Management Console, PC protection (AV), security, maintenance and tune-ups.
- Strong knowledge of Windows Operating Systems, Server versions, XP, 7, MS Office, E-mail programs and Web design.
- Strong Knowledge of IOS and Google Apps.
- Ability to regularly move/carry/lift/load/unload heavy computer equipment.

Training and Experience:

Graduation from college or technical school with coursework on computers and electronics. Bachelor's degree preferably. Two years of experience in computer and peripheral troubleshooting on a Windows-Network environment. A+ Certification preferably.