COMPUTER TECHNICIAN: Entry Level

GENERAL RESPONSIBILITIES
Provide basic, ongoing, first-level, school-base technical support to teachers and other staff in the use of technology. These technicians will be responsible for complying with Technology Department standards and directives for the work to be accomplished at their respective buildings. This position reports to and is evaluated by the Technology Director with input and guidance from the Technology Lead.

ESSENTIAL TASKS
(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Provide basic on-going first-line technical support to school staff and students.
- Troubleshoot and repair minor computer and peripheral equipment problems/issues.
- Management of accounts and reporting functions for select instructional applications.
- Perform school specific technical work for division level technology initiatives.
- Coordinate computer hardware repairs records for the school.
- Document all work performed and enter requests for new services from the school in the Technology Ticket application.
- Maintain technology inventory records for the school.
- Prepare and support technology for online testing.
- Participate in on-going technical support training as required by the Technology Department.
- Perform other technology related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES
- Works well with others, maintaining positive and effective communication with school personnel.
- Demonstrates the ability to attend work on a regular and routine basis to avoid disruption
- Demonstrate initiative and the ability to work without close supervision.
- Demonstrates integrity and maintains confidentiality.
- Good knowledge of the troubleshooting and operation of computer hardware and common software applications (Google Cloud experience preferred).
- Ability to communicate effectively orally and in writing, understand and execute oral and written instructions; must have excellent interpersonal and customer service skills, be able to listen, take notes, understand and analyze problems.

EDUCATION AND EXPERIENCE
High School Diploma. Associate's Degree preferred. Experience providing technical support on a variety of hardware, software and operating systems preferred.

PHYSICAL REQUIREMENTS
Some standing, walking, moving, climbing, lifting (up to 40 lbs.), carrying, bending, kneeling, crawling, reaching, handling, pushing and pulling.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential

tasks.