INTEGRATION TECHNICIAN

GENERAL RESPONSIBILITIES

Provide basic, ongoing, first-level, technical support to teachers and other staff. Incorporate technologies in DCCS' learning systems to assist the classroom teachers and the students in using hardware and software applications to accomplish the curriculum.These integration 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.
- Design and production of instructional videos, websites, tutorials, and databases based on the available learning resources.
- Troubleshoot and repair minor computer and peripheral equipment problems/issues.
- Management of accounts/Rostering and reporting functions for instructional applications.
- Support school users with network access issues and reset passwords as needed.
- Provide logistical support for new computers and peripherals (physical setup & placement).
- 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 ongoing 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); thorough knowledge of methods and techniques used to maintain and repair computer equipment; ability to carry-out maintenance plans and repair schedules for technical resources.
- Ability to communicate effectively orally and in writing, understand and execute oral and written instructions; ability to work with minimal supervision and organize workload; must have excellent interpersonal and customer service skills, be able to

listen, take notes, understand and analyze problems.
- Assess the technological knowledge and skills of the teachers and students. From these assessments, make guidelines regarding the technology and help the staff achieve the level of proficiency needed for its use.

EDUCATION AND EXPERIENCE

High School Diploma. Associate's Degree preferred. Experience providing technical support on a variety of hardware, software and operating systems. Industry relevant certifications preferred (i.e. A+, Google Certified Educator).

A comparable amount of training and experience may be substituted for the minimum qualifications.

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.