TITLE: TECHNICIAN (Technology Support)

QUALIFICATIONS:

1. High School Diploma or equivalent. Associates Degree preferred.
2. Minimum of one (1) year successful experience in a related field.
3. Knowledge of basic computer and network operations, equipment, procedures and workflow.
4. Valid Florida driver's license.
5. Additional or alternative qualifications to the above as the Board may find appropriate and acceptable.

REPORT TO: Instructional Technology Coordinator

JOB GOAL: To support school technology systems and their use and ensure that administrative and instructional technology systems are seamlessly available for all users.

PERFORMANCE RESPONSIBILITIES: * Essential Performance Responsibilities

* 1. Respond to internal and external customers in a timely, accurate, courteous and empathetic manner representing the district in a positive light.
* 2. Provide technical assistance and guidance to computer users in approved District policies and procedures.
* 3. Interpret and respond to computer-related service and support requests.
* 4. Support staff and students in the use of technology and provide basic training as needed.
* 5. Install and update software on District computers and designated electronic devices.
* 6. Install instructional and administrative computer systems, hardware and software to facilitate devices connecting to the network.
* 7. Monitor and maintain administrative and instructional computer systems as required.
* 8. Troubleshoot and repair computer hardware and software problems.
* 9. Troubleshoot basic network problems and notify appropriate district support staff when necessary.
* 10. Initiate timely work orders for equipment and other problems requiring district attention and support.
* 11. Attend district meetings for coordination of school and district technology initiatives and systems.
* 12. Support and maintain district standards related to hardware and technology use.
* 13. Keep accurate records of reported problems by specific location, computer and description.
* 14. Ability to train individuals and groups of people.
* 15. Communicate technical information effectively, verbally and in writing.
* 16. Determine priorities and work independently. Plan, organize, and coordinate work assignments.
* 17. Establish and maintain effective working relationships with others.
* 18. Arrive on time and be regular in attendance.
* 19. Perform property custodian duties to include ongoing updates of property records, bi-annual inventories, and other duties to comply with District property policies and procedures.
20. Perform other duties that may be assigned from time to time by the supervisor.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools, or controls; reach with hands and arms; and talk and hear. The employee must also be physically able to lift, unbox, and set up computers and systems, and mobile enough to walk school campuses. The employee must regularly lift and/or move up to 30 pounds and occasionally lift and/or move up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. Noise level in the work environment is usually quiet.

TERMS OF EMPLOYMENT: Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the Board.

EVALUATION: Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluations of personnel.