



**Job Title:** Technician – Technology Support I

### **Position Description**

*To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.*

**FLSA Status:** Nonexempt  
**Reports to:** Appropriate Supervisor or Designee  
**Supervises:** Appropriate Staff as required  
**Pay Grade:** Professional – 14

**APPROVED**  
**ESCAMBIA COUNTY SCHOOL BOARD**  
**JUNE 20, 2017**  
**MALCOLM THOMAS, SUPERINTENDENT**  
**VERIFIED BY RECORDING SECRETARY**

### **JOB SUMMARY**

The purpose of this position is to maintain all technology services in schools and administrative offices to achieve the District's mission and strategic aims.

### **ESSENTIAL JOB FUNCTIONS**

- Works with appropriate District personnel to ensure the effective integration of administrative and instructional systems.
- Develops service support procedures for the efficient delivery of assigned technology services.
- Provides over-the-phone tech support to the School District and assists with work tickets sent to the service desk.
- Develops instructional material and building collaboration across environments.
- Assists principals, technology contacts, and teachers in assessing their technology needs and provides direction or resources to meet those needs.
- Supports school-wide computing networks (including network servers, network communications equipment, desktop workstations, and peripherals) throughout the District.
- Provides support for District personnel in troubleshooting problems relating to computer applications, desktop operating systems, and network operating systems.
- Conducts research, collaborates with colleagues, and analyzes technical and instructional problems in order to affect solutions.
- Maintains information in an accessible fashion and supports users in doing the same.
- Supports users, schools, District administration and Department of Education (DOE) reporting processes in collecting, verifying, reporting, and managing student information.
- Provides technical support to tier I Service Desk technicians to expedite problem resolution by troubleshooting problems relating to computer applications, desktop operating systems, and network operating systems.
- Responds quickly and effectively to requests escalated through the IT Service Desk telephone ticketing system by providing instruction to tier I support, resolution, or escalating to appropriate support tier as needed.

- Monitors IT Service Desk for escalated tickets and processes first-in first-out based on priority and identify and escalate to appropriate support tier as needed.
- Assists tier I support with new user initial account access and orientation.
- Provides tier I Level Service Desk support if needed and/or deemed necessary by the Manager – Technology Support.
- Communicates with vendor technical support to resolve hardware and software problems.
- Keeps supervisor informed, through proper channels, of potential problems or unusual events.
- Responds to inquiries and concerns in a timely manner.
- Disseminates information and current research to appropriate personnel.
- Keeps well informed about current trends and best practices in areas of responsibility.
- Maintains expertise in assigned areas to fulfill project goals and objectives.
- Promotes and support professional growth for self and others.
- Develops annual personal goals and objectives consistent with and in support of District goals and priorities.
- Attends training sessions, conferences, and workshops to keep abreast of current practices and programs.
- Demonstrates initiative in the performance of assigned responsibilities.
- Prepares all required reports and maintains appropriate records.
- Demonstrates support for the School District and its goals and priorities.
- Works in a proactive and self-directed manner to plan and carry out the objectives and priorities of the department and District.
- Exhibits interpersonal skills to work as an effective team member.
- Follows the policies and procedures of the Information Technology Department and all School Board policies, rules, and regulations.
- Performs other duties as assigned.

**MINIMUM REQUIREMENTS**

- Bachelor's Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- Minimum of one (1) year of experience in several of the following areas: Data Communications, Data Processing, or Information Technology.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Requires the ability to display knowledge of major hardware platforms and desktop operating systems, including but not limited to Macintosh OS or Microsoft Windows, and IOS.
- Requires the ability to identify hardware and software issues relating to desktop machines in order to affect resolution.
- Requires the ability to organize and prioritize activities.
- Requires the ability to communicate effectively, both orally and in writing.
- Requires the ability to use small office equipment, computers, and highly technical computer applications.

- Requires the ability to use or repair small/light equipment, such as power tools, and medium equipment and machinery, such as vehicles or commercial mowers.
- Requires the ability to repair, develop, or install computer hardware or network systems and complex software or management information systems.

**PHYSICAL DEMANDS**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: climbing, crouching, fingering, grasping, handling, hearing, kneeling, lifting, mental acuity, pulling, pushing reaching, repetitive motion, speaking, standing, talking, visual acuity, and walking.

**WORKING CONDITIONS**

Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.

**Date of Board Approval: June 20, 2017, effective July 1, 2017**

**Date of Revision:**