



Job Description

Job Title:	Hardware and Software Technician	Department:	Information Technology/Education High School
Schedule:	12 months per year / About 260 days per year	Reports To:	IT Technology Support Supervisor/Assistant Principal
Classification:	Class 19	Prepared By:	HRA Job #126/DDSD HR
FLSA Status:	Classified – Non-Exempt	Prepared Date:	2023
		Approved By:	HR
		Approved Date:	12/12/2023

SUMMARY

Responsible for providing end user support (phone/remote) with software, hardware, and network assistance, helps manage technology purchases and budgets, and general office support. Relies on experience and judgment as well as pre-established procedure to identify, research, and resolve technical problems when possible. If unable to resolve the problem, the ability to identify and organize tickets according to priority and forward tickets to the appropriate technology staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This description covers the most significant essential and auxiliary duties performed by this position for illustration purposes, and does not include other work, which may be similar, related to, or a logical assignment for the position. The job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

- First Tier technology support for David Douglas High School including computer and peripherals.
- Work directly with District IT team.
- Setup/image/deploy PC/Apple/iPad/Chrome devices.
- Troubleshoot PC/Apple/iPad/Chrome issues with David Douglas High School users over the telephone and on site.
- Use provided remote tools for software distribution, and remote administration.
- Use a ticketing system to log and track all tickets.
- Troubleshoot and resolve basic networking, and Wi-Fi issues.
- Stay current with system information, changes, and updates.
- Perform other duties, as assigned.

SUPERVISORY RESPONSIBILITIES

This position does not have supervisory responsibilities, may train and support staff in coordination Business Office Administration.

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to the safety or health of employees or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Experience with Windows, Apple, iOS, and Chrome OS.
- Experience in troubleshooting and repairing PC/Apple hardware and software.
- Experience in working in computer networks.



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- Experience with Apple Remote Desktop, Deploy Studio, Bomgar, and Symantic Ghost.
- Experience in repairing peripheral equipment such as projectors, document cameras, etc.
- Ability to work hard in a team-oriented environment and work harmoniously with others.
- Ability to communicate appropriately and effectively (Orally and in writing) with others.
- Experience with assisting end- user.
- Willingness to learn new technologies.

EDUCATION and/or EXPERIENCE

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities would be:

- High School diploma or equivalent.
- Experience with Windows, Apple, iOS, and Chrome OS.
- Experience in troubleshooting and repairing PC/Apple hardware and software.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Ability to apply concepts of basic algebra.

COMPUTER SKILLS

The job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Oregon Driver's License; Reliable transportation and evidence of insurability; Criminal Justice Fingerprint Clearance and other district certifications as may be deemed necessary by the Technology Department.

WORK ENVIRONMENT

This level has a work environment that is well protected, with virtually no hazards or obstacles. There is very little element of personal risk or hazard. Job conditions are stable, usually well managed, and very comfortable.

PHYSICAL DEMANDS

Positions at this level require minimal (>20%) physical effort such as light lifting, carrying or movement, etc. Physical capability involves the use of office or equipment where some agility and hand eye coordination are needed.



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MENTAL DEMANDS

Positions at this level encounter new or unusual (20-40%) situations some but have resources available to assist with identifying solutions or actions. Some pressure from deadlines or changing priorities exists, and interruptions to workflow or concentration can occur. Interactions with others can include demanding or difficult people.

PAY EQUITY SCOPE

Positions at this level are expected to perform with a degree of independence for both regular work and special project work. Work is only reviewed on as needed basis. Work done which contains errors or omissions may not be identified internally. Guidance and direction are available upon request. Work requires decision-making.

ADDITIONAL REQUIREMENTS

Post-job offer criminal background check will be required.

The David Douglas School District is a diverse community that provides equal opportunity in employment, activities, and its programs. It is the policy of the David Douglas School District to not discriminate on the grounds of race, color, religion, ethnicity, and use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, genetic information, or any other status protected under applicable federal, state, or local laws.

The school district also prohibits retaliation against an individual for engaging in activity protected under this policy and interfering with rights or privileges granted under anti-discrimination laws.

Persons having questions about equal opportunity and nondiscrimination should contact the Director of Human Resources for David Douglas School District.

Employee Signature:		
Employee Name:		
Date:		
