

JOB DESCRIPTION

Core Job: District Technology Technician II

JOB TITLE: District Technology Technician II

Job Purpose Statement/s: The job of “District Technology Technician II”, is done for the purpose/s of providing technical support for District technology, maintaining a preventive maintenance program; documenting information, resolving immediate technology concerns, ensuring assignments are completed within a timely manner.

Essential Job Functions:

- **Assesses**, troubleshoots difficulties with network, computer, peripheral equipment, software applications, and PBX phone switches and software and other related equipment.
- **Responds** in a timely manner to requests for technical assistance from district personnel and students
- **Keeps** an accurate record of troubleshooting and maintenance activities.
- **Manages** multiple concurrent tasks.
- **Communicates** with District staff and students of diverse cultural backgrounds.
- **Demonstrates** a high level of expertise with Linux networking OS, MAC OS, DOS, UNIX, Windows and open source software.
- **Quickly** learns new software packages and transmits that understanding clearly to others.
- **Adapts** to and supports new hardware as it is placed into service by the district.
- **Reads**, assimilates and translates technical documentation in a clear, meaningful way for non-technical staff and students.
- **Understands** and carries out oral and written instructions.
- **Follows** prescribed procedures relating to tasks, the completion of reports, and internal control procedures.
- **Respects** and maintains confidentiality and the confidential, proprietary nature of all information maintained on data systems related to this position.
- **Assists** staff and students with specific projects relating to technology.
- **Works** with student interns in a training/work environment.
- **Performs** other duties as assigned.
- **Assists** other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- **Installs** system component for the purpose of maintaining equipment in operating condition.

Other Job Functions:

- **Attends** meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- **Collaborates** with committee groups for work projects
- **Provides** trainings for school level technology staff
- **Supports** technology lab environments at buildings

- **Implements** wireless capabilities while maintaining security protocols
- **Implements** project management support and goals
- **Assists** other personnel as may be required for the purpose of supporting them in the completion of their work activities.

Job Requirements - Qualifications

- **Experience Required**
- Two to three years experience providing computer and/or PBX telecommunications technical support to end users in a networked environment.
- High School Diploma, or equivalent certificate.
- Two years college or technical training or equivalent

Skills, Knowledge and/or Abilities Required:

Skills to operate standard office equipment including use of computer applications, use in English in both written and verbal form, use correct spelling, grammar and punctuation and ability to make computer repairs.

Knowledge of rules and regulations related to assigned functions, basic budgeting, financial and statistical recordkeeping.

Abilities to operate standard office equipment; sit for prolonged periods, work independently, understand and carry out oral and written instructions. Significant physical abilities include reaching/handling/fingering, talking/hearing conversations, near visual acuity/visual accommodation.

- **License, Certifications, Bonding, and/or Testing Required:** Criminal Justice Fingerprint Clearance, Valid Driver's License and evidence of insurability.