
SCHOOL TECHNOLOGY TECHNICIAN

TITLE: School Technology Technician

REPORTS TO: IT Supervisor/School Principal

TERMS OF EMPLOYMENT: 242 Days Per Year

OVERVIEW OF POSITION: Maintain school network, computers, business, and instructional software.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1.0 ESSENTIAL DUTIES AND RESPONSIBILITIES:

- a. Perform a variety of technical duties involved in the operation, maintenance, modification and repair of district Mac and Windows computers and related software at an assigned school site (s);
- b. Upgrade hardware and software as needed; assure proper operation of District computer systems and related equipment.
- c. Troubleshoot, diagnose and perform general maintenance and repairs to school computers and peripheral equipment;
- d. Respond to requests for hardware and software assistance and repair; maintain software; assure proper configuration of computer systems and resolve related issues
- e. Arrange for outside repairs as necessary.
- f. Communicate with District personnel, outside agencies and members of the community to exchange information, coordinate activities and resolve issues or concerns
- g. Maintain complete inventory of all school computers and coordination of re-issuing
- h. Update firmware/software on all connected products (boards, votes, slates...)
- i. Trouble shoot issues with promethean boards
- j. Process work orders
- k. Travel to various schools in St. James Parish as necessary
- l. Coordinate and Distribute Mac Computers to students and staff
- m. Reimage as necessary
- n. Ensure testing connectivity and technical solutions for error free testing
- o. Performs other duties as assigned by the Technology Supervisor, Principal, or Superintendent

2.0 PROFESSIONALISM

The employee shows professionalism in attitude and conduct:

1. Accepts and uses constructive feedback.
2. Identifies problems and issues and works collaboratively to contribute ideas and find solutions.
3. Maintains communication with immediate supervisor, keeping him/her informed of problems, concerns, and significant developments.
4. Uses verbal and non-verbal communication in a manner respectful of others.
5. Writes and speaks clearly and concisely so that the message is understood.
6. Develops and maintains a safe and caring environment for all of our students.
7. Demonstrates positive support through actions and words as ambassadors of the schools and districts.
8. Dresses for success according to job responsibilities.
9. Treats all stakeholders in a respectful and helpful manner.
10. Cooperates with administration in the performance of additional duties.
11. Completes tasks, reports, and documents accurately according to specified timelines and expectations.
12. Maintains self-control.
13. Adheres to Board policies and procedures and administrative rules, guidelines, and regulations.
14. Adheres to district guidelines relative to attendance. Regularly reports to work on time and works additional hours when deemed necessary.
15. Adheres to ethical, legal and professional standards.
16. Applies laws, policies, regulations, and procedures fairly, consistently, wisely, and compassionately.
17. Follows directives as assigned by supervisor.
18. Refrains from revealing confidential information.
19. Uses proper administrative procedures for making requests and resolving conflicts.

METHODS OF EVALUATION: Evaluation will consist of 2 evaluations per year.

OTHER DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

QUALIFICATIONS REQUIREMENTS: 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. Must be willing and able to work in a school environment with student contact.

EDUCATION AND CERTIFICATION: Associate's degree or higher in computer/network technology related courses recommended. Training in Mac OS and Microsoft Windows. MCP, CompTIA or related certifications recommended. Knowledge of networks and computer hardware highly recommended.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, speak, hear and sometimes sit. Occasionally the employee will bend or twist at the neck more than the average person. While performing the duties of this job, the employee may occasionally push or lift up to 50 lbs such as boxes of books and AV/VCR carts. Specific vision abilities required by this job include close vision such as to read handwritten or typed material, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment described here is representative of which an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is frequently exposed to a noise level in the work environment which is moderate to loud.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

My signature indicates that I have been informed that the evaluation of my job performance is controlled by the St. James Parish Personnel Evaluation Plan and that a copy has been made available for my signature.

Signature: _____

Date: _____