Technology Job Description

LEVEL I

Descriptors

Position Title: Technology Level 1
Position Classification: Level I Technology
Exempt Status: Non-Exempt
Supervisory: No

Department: Technology
Reports To: Director of Technology
Revision Date: May 2015

Approval: _____
(Executive Director of Human Resources)

Approval: _____
(Superintendent)

Job Summary

Provide technology support to end users and serve as a technology resource in a customer oriented environment.

Essential Duties and Responsibilities

30% Set up and Install Equipment

- Set up computers including cables and devices
- Assemble basic components of computers and printers
- Connect a projector, scanner or other devices to a computer
- Prepare a computer to receive an image
- Connect and configure a direct connect printer
- Install a basic desktop operating system
- Install and configure a network based application
- Set up equipment in building computer labs
- Install and troubleshoot a variety of software applications on a variety of platforms

10% Customer Service and Support

- Answer moderately difficult questions about software, hardware and peripherals from employees
- Respond to work orders and questions from online ticketing system
- Provide one on one training to employees

55% Maintenance and System Support

- Schedule repairs on hardware
- Maintain hardware and software integrity in labs
- Assist in gathering data for procedures and processes
- Document procedures and processes
- Assist in monitoring and testing performance of systems
- Diagnose and repair basic hardware and software problems
- Resolve moderately difficult hardware and software problems
- Use remote desktop management to diagnose software problems
- Recommend improvements and upgrades

5% Professional Development

- Attend meetings, in-services, and workshops as required

Perform other duties as assigned or requested.

Work Requirements and Characteristics

Education/Certification Requirement:

- 2 years of post-secondary education in a computer related field preferred, Minimum high school diploma.
- Computer certification preferred
- Valid Minnesota driver's license without restrictions

Experience:

- 1 to 2 years of related experience preferred

Essential skills required to perform the work:

- Demonstrated knowledge of district equipment

- Ability to understand the urgency of an issue
- Ability to make decisions and act within district and building policies, procedures and guidelines
- Demonstrated knowledge and skills of various operating systems and software applications
- Ability to follow written and verbal direction
- Basic verbal and written skills
- Basic customer service skills
- Ability to determine when to escalate issues
- Ability to inter-relate with other employees
- Ability to work in a team environment and independently
- Ability to maintain confidentiality
- Ability to set priorities

- Ability to set and meet deadlines
- Ability to understand infrastructure requirements to support administrative and educational applications

Machines, Tools, Equipment, Electronic Devices, and Software Required:

- Operates office equipment including printer, scanner, calculator, copier, multi-line phone system, facsimile
- Uses multiple technology equipment including but not limited to, computers, mobile workstations, tablets, etc.
- Uses multiple software programs, databases and systems

Physical and Mental Requirements

Physical Job Requirements:

- Position involves extended periods of sitting, standing and walking
- Position involves listening and talking
- Position involves bending, crawling and stooping
- Position involves the use of ladders
- Position involves repetitive computer keyboarding
- Position involves lifting up to 25lbs on a regular basis and occasionally up to 40lbs using assisted lifting techniques

Mental Job Requirements:

- Position involves handling multiple tasks at once while dealing with constant interruptions.
- Position involves exercising confidentiality in handling School District information.
- Position involves flexibility and a willingness to undertake a variety of tasks, sometimes at the direction of more than one person.
- Position involves setting priorities and deadlines
- Position involves attention to detail
- Position involves customer service situations where positive inter-relations and outcomes are necessary

Hazardous Working Conditions:

- Majority of work is performed in a classroom, computer lab or office environment
- Occasionally works in confined spaces
- May be subject to loud noises in server rooms
- May be subject to varying temperatures in server rooms
- Travel between buildings

This description describes the general nature and work expected of an individual assigned to this position. Employees may be required to perform other job-related duties as requested by their supervisor. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.