



JOB DESCRIPTION

JOB TITLE: Technology Repair Technician
DEPARTMENT: Technology
REPORTS TO: Technology Coordinator or Designee

JOB SUMMARY: To assist in facilitating organizational responses to district technology, educational and administration needs in accordance with the local district school improvement plan. Areas of responsibility will include, but are not limited to, systematically providing advice, guidance and support to all staff in matters pertaining to information access and processing. Trouble-shoot and repair computer related equipment. Installation, support and maintenance of computers, software, video, and other instructional technologies will be a major function of this position.

ESSENTIAL DUTIES and RESPONSIBILITIES *include the following. Other duties may be assigned by Administration.*

1. Follows all established Board policies, practices and procedures in terms of duties and responsibilities of the position as assigned by the local district Technology Coordinator, Senior Technology Coordinator or Director of Technology.
2. Promotes the use of technology in education and acts as repair technician to district employees in repairing and integrating technology in the delivery of district curriculum, programs and services.
3. Assists in the installation and implementation of technology throughout the district, including computing devices, infrastructure, software, peripherals and other instructional and administrative technologies.
4. Assists as a resource person for systems development, hardware, software and user issues.
5. Diagnoses technology hardware/software problems and either repairs or arranges for repair of equipment at the local district Technology Coordinator's discretion.
6. Assists the local district Technology Coordinator in managing and administering district level technology.
7. Maintains and/or increases competency in information systems and related areas through readings, course work and attendance at conferences, seminars and workshops.
8. Promotes legal procurement and use of all software supported by the district.
9. Assists in the development and maintenance of district equipment and software inventory.
10. Establishes and maintains effective communication with co-workers, staff and Administrators within the assigned local school district.
11. Maintains all aspects of integrity and confidentiality as it pertains to information available or stored on the

district's networks, servers and cloud-based resources.

12. Performs other duties and responsibilities as assigned.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The following requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be able to be made to enable individuals with disabilities to perform the essential functions.*

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GES) is required. Associate's degree or equivalent in a computer related field such as Computer Science, Systems Science, Electronics or Information Systems is preferred. Two (2) years of related work experience in computer systems repair, programming, information management, database design, or an equivalent combination of education and experience is preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Michigan Driver's License

LANGUAGE SKILLS

Must be able to listen, comprehend and communicate effectively with users of technology such as students, teachers, co-workers, staff and Administration. Must be able to read, comprehend and analyze manuals, instructions, diagrams, correspondence, memos, and other job-related materials, electronic files, and/or documents. Must be able to compose appropriate correspondence with clear and concise information utilizing proper spelling and grammar.

MATHEMATICAL SKILLS

Must be able to apply concepts such as fractions, percentages, ratios and proportions to practical situations in order to make comparisons and/or determinations, trouble-shoot equipment and produce charts, graphs, and/or reports.

REASONING ABILITY

Must be able to apply common sense and reason to define problems, collect data, establish facts and draw valid conclusions.

OTHER SKILLS and ABILITIES

Must demonstrate cooperative and effective communication skills, both oral and written and apply active listening skills with people and situations.

Ability to apply knowledge of current technology research, procedures and theory to effectively perform above tasks.

In this position the person will interact with:

- District level Technology Coordinator – to receive assignments, review operations and exchange information
- Systems Engineers – to help solve more difficult technology related issues
- Teachers and Support Staff – to review requests for information and work orders; resolve operating problems, and coordinate user assistance and exchange information
- Administration – assist district level Technology Coordinator with logistics, exchange information and keep sensitive technology information confidential
- Vendors – to assist in reviewing offerings and report information to the district level Technology Coordinator

PHYSICAL DEMANDS & WORK ENVIRONMENT *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. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, stand, walk, kneel, crouch, talk and hear. The employee will frequently use hands and fingers to handle, grasp, feel and hold, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 lbs. Frequent fine finger and hand dexterity is used. Specific vision abilities required by this job include close vision. The employee is regularly required to meet deadlines with severe time constraints in addition to meeting multiple demands from several people.

This job is performed in a generally quiet, clean and healthy environment.

In the performance of this job, the individual may occasionally come in contact with unruly students and/or adults, and/or be exposed to blood, bodily fluids and tissue.

OTHER INFORMATION

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee in this position. The employee will be required to follow the instructions and perform the duties required by the employee's supervisor or designee, Superintendent and/or appointing authority.

Signature below signifies that employee has reviewed the contents of his/her job description and that the individual is aware of the requirements of said position. In addition, the employee agrees that he/she shall remain free of any alcohol or controlled substance abuse in the workplace throughout his/her employment in the District.

Employee Signature

Date

NOTE: Applicants desiring disability accommodations should contact the supervisor and/or Human Resources.

Date Reviewed:	12/20/2023
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Statement of Compliance with Federal & State Law

The Clare-Gladwin Regional Education Service District Board of Education complies with all Federal laws prohibiting discrimination and with all requirements and regulations of the U.S. Department of Education. It is the policy of the Clare-Gladwin Regional Education Service District that no person on the basis of race, color, religion, national origin, creed or ancestry, age, gender, sexual orientation, marital status, or disability shall be discriminated against, excluded from participation in, denied the benefits of or otherwise be subjected to discrimination in employment or under any program or activity to which it is responsible, or for which it receives financial assistance from the U.S. Department of Education. For information contact the Superintendent at Clare-Gladwin Regional Education Service District, 4041 E. Mannsiding Rd, Clare, MI 48617 (989) 386-3851 or cghr@cgresd.net.