



EPSD124 Job Description

Junior Technician
Position ID# 257

TITLE:	<i>Junior Technician</i>
LICENSURE:	<i>Not Applicable</i>
CONTRACT:	<i>12 Month</i>
FLSA STATUS:	<i>Non-Exempt</i>
REPORTS TO:	<i>Director of Technology</i>
SUPERVISORY RESPONSIBILITIES:	<i>Not Applicable</i>
PRIOR EXPERIENCE:	<i>1-3 years in technical support</i>
EVALUATION:	<i>Evaluated by the Director of Technology</i>

JOB GOAL:

Responsible for providing end user support along with software, hardware, network, and telephone assistance. Relies on experience and judgment as well as pre-established procedure and instructions to identify, research, and resolve technical problems presented through Help Desk tickets. Documents, tracks and monitors problems to ensure timely resolution.

ESSENTIAL DUTIES:

- Answers and directs calls for the Technology Department.
- Actively address Help Desk tickets, prioritize their resolution, and communicate resolution in a timely manner.
- Provides Chromebook repair support (batteries, screens, keyboards etc.) for Chromebook devices.
- Coordinate warranty repairs for Chromebooks. Diagnose warranty eligible devices, submit for pickup, and evaluate devices returned from repair for redistribution.
- Coordinate and expedite student device replacement.
- Assist with inventory tracking and input.
- Maintain accurate inventory records.
- Maintain accurate key fob access system.
- Assist with the annual cleaning and preventive maintenance of district computer equipment.
- Participate in district technology meetings as required.
- Operate in coordination with other department staff and Director.
- *Perform other duties as assigned*

QUALIFICATIONS:

- High school diploma or equivalent
- 1-2 years of experience in customer service or technical support
- Excellent written and verbal communication skills
- Strong organizational and time management skills
- Proficiency in Microsoft Office Suite / Google Application Suite
- Experience in managing multiple projects
- Strong problem-solving skills
- Experience in troubleshooting and resolving technical issues
- Ability to multitask and work independently
- Ability to handle difficult customers and situations with tact and professionalism
- Attention to detail and accuracy

MENTAL DEMANDS

Knowledge

The employee must have foundational knowledge in a specific field. Ability to read, analyze, and interpret procedures and regulations. Ability to communicate verbally and perform technical writing, correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of staff, students, administrators and the general public. Ability to perform duties with awareness of all district requirements and Board of Education policies.

Ability

The employee shall support the district in the communication of the district's mission and goals; engage in the collaborative dialogue with peers; maintain records and prepare reports; read, interpret, apply, and explain policies and procedures; meet the requirements of schedules and timelines; take professional initiative; plan and organize work independently; develop effective staff development; read a variety of materials; efficiently employ differentiated management methods; learn new methods of management through ongoing professional development; ability to work cooperatively and effectively with other certified and non-certified personnel, parents, and community members.

Education/Preparation

The employee shall possess the equivalent of a high school diploma; successful employment in a similar role; successful completion of any applicable proficiency exams; and possess/maintain appropriate current and/or future licensure expectations through the State of Illinois.

Reasoning

The employee must have the ability to solve complex problems in situations where only limited standardization exists. Ability to interpret instructions provided through written and oral form.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, talk or hear, and taste or smell. The employee frequently is required to use hands to handle or feel instructional and technological resources. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The employee shall possess exemplary oral and written communication skills. The employee shall be proficient with technological aspects of the position, including computing software and hardware, as well as video and camera equipment and software. The employee shall use board approved resources and technology. While performing the duties of this job, the employee occasionally works in a building setting with children, works in outdoor weather conditions, and is subject to noises associated with both an educational environment and other setting such as the gymnasium, lunchroom, library, busses, traffic, construction sites, server rooms, and boiler rooms.

The mental demands, physical demands, and work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to allow an employee with disabilities to perform the essential functions.

ADOPTED

DATE HERE

UPDATED

2/2024