Technology Services

TITLE:	Systems Technician
REPORTS TO :	Systems Administrator
TERM OF EMPLOYMENT:	12 month
COMPENSATION RANGE:	$16.30 - $24.25 hourly
POSITION SUMMARY:	To provide quality technical support with a high degree of customer satisfaction, technical expertise, and timeliness.

PREFERRED QUALIFICATIONS
1. Minimum of Associate's Degree or equivalent course time, with emphasis in the area of Computer Information Systems, or similar field of study.
2. Minimum 2 years network installation/design/troubleshooting experience.
3. Minimum of 2 years experience with the TCP/IP protocol.
4. Hold a Microsoft certification in the area of Apps and Infrastructure, Workplace or Business Apps.
5. Hold a COMPTIA A+, or COMPTIA Network+, certification.
6. Demonstrated working knowledge of the following areas:
   A. Ability to repair multiple types of workstations.
   B. Ability to assist a user with basic tasks on Apple iOS and similar mobile devices.
   C. Ability to install network printers.
   D. Ability to create patch and terminate Category 6 and higher structured voice and data cabling.
   E. Ability to assist a user with basic tasks in Office 365 and Office 2016, or higher.
   F. Ability to assist a user with basic tasks in G-Suite.
   G. Ability to troubleshoot wired and wireless network software and hardware problems.
   H. Ability to establish and maintain working relationships with a variety of people.
   I. Ability to lift objects in excess of 50 lbs. is required.
   J. Ability to distinguish color coding of cabling and patch panel wiring.
   K. Ability to cover a helpdesk by answering, logging, remedying and assigning issues as appropriate.

RESPONSIBILITIES
1. Participate in Help Desk rotation with other Technology Services staff.
2. Install, configure, maintain, troubleshoot and repair PCs, laptops, tablets, printers and voice communications devices.
3. Assist other Tech staff in maintaining client permissions, restrictions and authorities.
4. Setup and teardown computing and presentation equipment associated with special events.
5. Provide hands-on, individualized training to District staff.
6. Monitor, analyze and evaluate technology industry trends and how they relate to District needs.
7. Maintain battery backups and UPS devices.
8. Maintain network security standards.
9. Perform regular inventories of all District technology assets.
10. Adhere to established trouble ticket procedures, timelines and resolution requirements.
11. Document procedures for common tasks.
12. Other duties, as assigned by the Systems Administrator or Director of Technology.

EVALUATION
1. Upon employment, employee will be put on a 120-day performance review probationary period.
2. Upon successful completion of 120-day probationary period, employee will be evaluated annually.