

## **JOB DESCRIPTION**

### **Niles Township High School District 219**

## **Computer Technician**

### **Purpose Statement**

The job of Computer Technician is to support all stakeholders using technology hardware and online digital resources to support classroom instruction and to assist the Department/Director of IT services Management in the operation, setup, troubleshooting and routine maintenance of computer hardware, tablets, software, online digital resources, IP video, data network, media systems, telephone system, and other related equipment.

This job reports to the Director of IT Services Management.

### **Essential Functions**

- Assist staff and students for the purpose of assessing and resolving malfunctions of hardware and/or software application issues to maintain technology operations and support instructional technology. This includes setup and configuration of hardware and installation of district software on district computers.
- Exercises district policies regarding use of computers and data access for the purpose of ensuring compliance with district policy and departmental guidelines.
- Utilize district help-desk ticketing system to log, respond and resolve staff and student hardware and software issues and interact and assist with members of the technology team to resolve system-level issues such as Internet outages, wireless access point issues, and district phone issues.
- Assist with district technology asset management of student devices using MDM (Mobile Device Management) systems.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the Technology Help Desk.
- Assist with summer break maintenance projects (e.g. reimaging, set up new devices, building projects, etc.) to prepare for the following school year.
- Participate in technology long-range planning with the technology department.
- Assist in supporting online/computer based testing during annual school-wide assessment events.
- Researches software applications for the purpose of recommending standardized applications in accordance with the district's technology goals.
- Terminates, tests and troubleshoots copper and fiber infrastructure to ensure reliable delivery of data, voice and video to the end user.
- Preserve district-wide Internet safety and Cyber-security practices and communicate and train said practices to staff.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety and security practices; planning and managing projects; and gathering information to diagnose problems.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer operating and networking

systems; computer hardware/network and troubleshooting techniques; network security; and office application software; knowledge of board policy, district, state and federal regulations/laws.

ABILITY is required to schedule activities; collate data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating clearly and concisely both orally and in writing, with diverse technical knowledge and skills; providing clear instructions; and setting priorities.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, and 20% standing. The job is performed in a generally hazard free environment and in a clean atmosphere.

### **Experience**

Job related experience is required.

### **Education**

Bachelor's degree in a job-related area or equivalent certification(s) and experience.

### **Equivalency**

Equivalent experience in a job related field.

### **Required Testing**

Job Fit Test  
Technology Test  
Grammar Test

### **Certificates**

CompTIA or equivalent A+ technical certification(s) preferred

### **Continuing Educ./Training**

### **Clearances**

Fingerprint/Background Clearance  
Physical examination W/ TB Screen

### **FLSA Status**

Non Exempt

### **Approval Date**

8/18/2023

### **Salary Range**

T2

**Performance Evaluation:** Performance of this job will be evaluated in accordance with provisions of the District evaluation procedures.

Candidate must apply on-line at [www.niles-hs.k12.il.us](http://www.niles-hs.k12.il.us)

**Niles Township High Schools District 219 is an equal opportunity employer.** It is the policy and practice of District 219 to decide all matters relating to employment solely on the basis of the applicant's ability to perform the essential functions of the position. District 219 ensures equal employment opportunities regardless of race, creed, sex, sexual orientation, color, national origin, religion, age or handicap.

The information contained in this job description is for compliance with the Americans 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.