

GENEVA COMMUNITY UNIT SCHOOL DISTRICT #304

JOB DESCRIPTION

JOB TITLE: Technology Support Technician

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The Technology Support Technician, a member of the Client Services team within the Technology Department, is a client-facing support professional responsible for helping staff and students with the care and maintenance of district supported hardware and software. The technician provides technical support that includes common issue resolution for hardware/software, technical troubleshooting, and equipment repair. This role serves as a resource to staff, students, and other stakeholders.

QUALIFICATIONS:

Knowledge of:

- Advanced PC hardware and software troubleshooting.
- Windows Operating System, iOS, and other modern PC and mobile device operating systems.
- Microsoft Office 365, including Teams, OneDrive, Word, Excel, PowerPoint, OneNote, and Outlook.
- Common PC peripherals and audio-visual equipment.
- Common K-12 education platforms, applications, and services is preferred.
- Hardware repair practices and techniques.
- Adobe Creative Suite and Autodesk products is preferred.

Ability to:

- Deliver consistent, quality, support to customers.
- Develop and maintain effective working relationships.
- Communicate effectively in both written and oral form.
- Describe technical issues to users at multiple ability levels.
- Manage and prioritize multiple tasks.
- Learn technologies and practices to complete essential duties.
- Perform the physical requirements of the position which include lifting up to 50 pounds, frequent movement, ladder use.

Training and Experience:

- Strong analytical and technical troubleshooting skills.
- Computer repair/technician certification (A+, HP, Lenovo, or equivalent) desired, however, on the job training and certification will be completed.
- Technical post-secondary education or equivalent work experience preferred.

DUTIES:

- Provide hands-on and/or remote technical support for customers (e.g. staff, students, parents, etc.).
- Troubleshoot and resolve service tickets efficiently and effectively.
- Contribute to the positive improvement of the customer's experience with technology.
- Evaluate the status of equipment and perform initial troubleshooting and repairs.
- Maintain the appearance, safety, and functionality for labs and equipment. Manage use of school equipment as applicable.
- Maintain accurate building inventory records.
- Actively assist and support other district locations as required.
- Support the use of technology equipment by schools/offices as needed.
- Assist with the installation, configuration, and updating of various software.

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- Develop and maintain a working knowledge of common educational tools and platforms.
- Support other technology department colleagues as needed.
- Support communication channels used by schools/offices as needed.
- Successfully complete job-related certifications and training as required.
- Other duties as assigned.

TERMS OF EMPLOYMENT:

- 10-Month, hourly position; 35 hours per week
- Assigned locations: School / District