

TITLE: Building Technologist (10-month)

REPORTS TO: Director of Innovation and Instructional Technology

QUALIFICATIONS:

- Previous experience with various aspects of technology and how technology is used in a school setting is preferred.
- Previous work experience with computer networks and computer configurations is preferred.
- Hardware certifications are a plus.
- Excellence in verbal and written communications with a customer-service mindset.
- Completion of a high school diploma or equivalent. An Associates degree is preferred.

JOB RESPONSIBILITIES:

This position is responsible for preventative maintenance of computer systems, software installation, hardware installation, troubleshooting in response to user inquiries and basic technology support for the district's schools and administrative offices. The instructional and business structures of the school district are strongly supported by Google Apps, Apple, Chromebook, and Microsoft Windows hardware and software products. This position is to provide Tier 1 help desk and technical assistance that fosters a technology-rich learning environment where students and teachers can use district technology resources in a 21st Century learning environment.

This position is a full time 10-month position. This position is housed in a school building, but is required to travel to other schools in the District.

ESSENTIAL JOB FUNCTIONS:

- Sets up and maintains user hardware and software systems in assigned school building on a daily basis.
- Analyzes and solves computer applications and network problems for students, faculty, and staff; provides a wide range of technical assistance as first responder. ● Provides support and first-level troubleshooting on technology issues (minor and intermediate) in assigned school building. Reports major technical issues to the district technology office.
- Provides individual and/or group demonstration of computer technologies in assisting students and faculty, as appropriate.
- Maintains detailed records of repair, equipment checkout lists and building equipment inventory, among other necessary documentation, within the ticketing and assessment management system.
- Sets up and configures testing environments and technology for online NWEA testing, state testing (IAR), and other local assessments.
- Maintains a broad knowledge of technology, equipment, and/or systems; participates in technical training as appropriate and approved by the Director of Innovation and Technology, including (but not limited to) the following areas:
 - Apple, Chromebook, and PC operating systems
 - District systems (i.e. visitor management, file and student information system)
 - Software applications approved by the District
 - General networking knowledge
 - General issues of educational technology
 - Current technologies (i.e AR, VR, etc.)

- Disseminates documentation for staff via district technology office.
- Attend monthly technology department meetings.
- Demonstrate adaptability to expanded roles of the organization and changing environment.
- Complete work in an established time frame and seek appropriate tasks when primary tasks are completed or the pace is slow.
- Maintains an organized and neat work area and shared work space.
- Demonstrate excellent communication skills, including the ability to explain complex problems to audiences of varying technical backgrounds.
- Demonstrate analytical and problem-solving skills to troubleshoot and resolve technical issues in a timely manner.
- Demonstrate organizational skills and the ability to prioritize workload to the greatest benefit of the District.
- Maintain positive working relationships and partnerships with colleagues. ● Participate in technical training as appropriate and approved by the Director of Innovation and Instructional Technology.
- Maintain confidentiality of student and staff information and utilize confidential and personal information for professional purposes only, in accordance with school district policy and regulations.
- Communicates regularly with the District Technology Team and the Director of Innovation and Instructional Technology to keep all levels informed of day-to-day progress and status on performance.
- Perform other duties and functions as assigned by the Director of Innovation and Instructional Technology.

EVALUATIONS:

Evaluated by the Director of Innovation and Instructional Technology.

PHYSICAL DEMANDS:

- The employee must occasionally lift and/or move up to 25 pounds while performing essential job functions and duties of the position.
- While performing the duties of this job, the employee is frequently required to sit, walk, hear, and/or use hands to finger, handle, or touch controls of technology equipment.

WORK ENVIRONMENT:

- The work environment is that of a business office, school classrooms, and other school facilities.
- The noise level of the work environment is moderate to noisy.

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.