



DOWNINGTOWN AREA SCHOOL DISTRICT POSITION DESCRIPTION

TITLE: Technician – Level II

DEPARTMENT/GROUP: Teamsters – 12 Months

REPORTS TO: Systems & Support Supervisor

DATE: March 2021

LOCATION: Assigned Building

FLSA: Non-Exempt

JOB SUMMARY: To provide technical assistance to students, teachers, administrators and support staff in the use of computers, tablets, software, peripherals, printers and networks.

ESSENTIAL FUNCTIONS: *Employee must have the ability to perform the following essential functions on a timely basis with or without reasonable accommodations.*

1. Supports students, teachers, administrators, and support staff by providing end-user support, and individual assistance with procedural, hardware and software issues and skills development.
2. Effectively uses Service Desk to meet customer service support needs.
3. Troubleshoots hardware, software and network problems throughout the district.
4. Delivers, unpacks, configures, prepares and installs desktop, laptop, tablet, printer and peripheral equipment.
5. Troubleshoots, installs, terminates, and tests network and peripheral equipment cabling.
6. Installs software as per district procedures and vendor licensing agreements.
7. Previews and evaluates hardware and software.
8. Effectively uses new and existing equipment and software.
9. Participates in a minimum of 15 hours of professional development annually.
10. Maintains ability to read blueprints and schematic diagrams.
11. Maintains documentation as assigned by the supervisor.
12. Remains current and maintains certifications necessary for the completion of job-related needs.

This position description does not express or imply that these are the only duties to be performed by the incumbent(s) in this position. Employee(s) will be required to complete other job-related duties requested by the supervisor.

ADDITIONAL FUNCTIONS: *In addition to the foregoing essential job functions, the employee is required to perform the following additional duties, unless such a duty cannot be performed with or without reasonable accommodation.*

1. Other duties may be assigned.

QUALIFICATIONS: *To successfully perform this position, a person must be able to perform each primary duty satisfactorily. The qualification requirements listed below represent minimum levels of educational achievement, training, skills, and/or ability necessary.*

1. Associate's Degree in Information Technology or related field of study or equivalent knowledge.
2. Certifications required*:
 - a. Current CompTIA A+ certification
 - b. Vendor relevant certification(s) to be obtained within 1 month after employment.
 - c. At least one or more of an approved industry professional certification:
Examples: CompTIA Network+, Apple Certified Support Professional, Microsoft Technology Associate (MTA), Google IT Support Certificate.

**All certifications must be current within the past 3 years and must not have expired. Grandfathered certifications cannot be honored.*

3. Valid PA Driver's License.
4. Must successfully complete and maintain compliance with all federal and state background and criminal record check requirements.
5. Employee must adhere to all local, state, federal, and school code requirements for employment.

PHYSICAL REQUIREMENTS: *The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- A. While performing the duties of this job, the employee is frequently required to sit, stand, and walk.
- B. The employee is frequently required to talk and listen/follow directions.
- C. The position requires the employee to use hands to handle or feel, and to reach with hands and arms.
- D. The employee must be capable of lifting and moving up to 50 pounds, as required.
- E. This job requires close and distant vision and the ability to adjust focus.

- F. The position requires meeting deadlines with severe time constraints, interacting with staff and the public, and irregular or extended work hours.
- G. Ability to make decisions in accordance with established procedures and policies.

NOTICES:

- 1. Performances of this position will be evaluated in accordance with provisions of the Board's policy on the Evaluation of Personnel.
- 2. The School District retains the right to change this job description at any time for any reason, with or without advance notice.
- 3. The School District retains the right to assign such additional duties as may be necessary for the efficient or effective operation of the School District.
- 4. The School District retains the right to change the qualifications for the job.
- 5. The School District retains the right to waive the necessity for any applicant or employee to have all required qualifications.

A copy of this form may be obtained in the Human Resources Department.

The Downingtown Area School District is an equal opportunity employment, educational, and service organization.