

Job Description

BOARD OF EDUCATION
DENVILLE

Position: Network Technician/Support Specialist

Responsible to: Manager of Technology

Qualifications: Associate's degree in Information Technology, Computer Science, or a related field (or equivalent experience).

2+ years of experience in technical support or a similar role.

Strong knowledge of operating systems (Windows, macOS, ChromeOS) and common software applications.

Familiarity with networking concepts and troubleshooting.

Excellent problem-solving skills and attention to detail.

Experience with Google Workspace/Google Admin

Strong communication and interpersonal skills.

If requested or required to drive a district vehicle, a valid NJ Driver's License is required.

Terms of Employment: 12 Months

Duties and Responsibilities: · Technical Support:

- Provide technical support to end-users via phone, email, and in-person for hardware and software issues.

- Troubleshooting:

- Diagnose and resolve technical issues related to operating systems, applications, and network connectivity.

- Installation and Configuration:

- Assist in the installation, configuration, and maintenance of computer hardware, software, and peripherals.

- User Account Management:

- Create, modify, and delete user accounts in various systems and platforms as needed.
- Documentation:
 - Maintain accurate records of support requests and resolutions in the ticketing system.
- Training and Guidance:
 - Provide user training on software applications and best practices for IT security.
- Hardware Maintenance:
 - Perform routine maintenance and repairs on computer hardware and peripherals.
- Collaboration:
 - Work with other IT staff to escalate and resolve issues in a timely manner.
- Inventory Management:
 - Track and manage IT inventory, including hardware and software assets.
- Vendor Interaction:
 - Work with vendors as needed for new and existing issues.
- Customer Service:
 - Deliver exceptional customer service and ensure user satisfaction throughout the support process.

Other duties as specified by Manager of Technology

EVALUATION: Performance of this job will be evaluated in accordance with provisions of the board's policy on evaluation of non-certified staff

Adopted: June 1, 2009

**Revised: October 28, 2024
June 23, 2025**