



COMPUTER TECHNICIAN 1

QUALIFICATIONS:

- Level 1 Certifications
 - Required: CompTIA A+ Certification must be obtained within first year of employment
 - Recommended: JAMF, IncidentIQ, Intune
 - Optional: Amplified IT Google Level 1
- High school education or equivalent, Associate's degree preferred
- 3 years tech support in a school district preferred
- Strong communication, customer service and organizational skills required to handle multiple priorities and tasks
- Ability to work independently as needed, but also able to work as a team member
- Strong interpersonal skills required dealing effectively with employees and external contacts
- Demonstrates ability to use critical thinking to solve problems independently
- Responds to constructive criticism to improve skills and processes
- Contributes to a positive working environment

REPORTS TO:

- Director of Technology

JOB SUMMARY:

- Under limited supervision, this position is responsible for day-to-day maintenance of workstations, peripherals and various instructional/non-instructional equipment and software as directed in the district.
- FLSA Status: Non-exempt

PERFORMANCE RESPONSIBILITIES:

1. Participate as a daily helpdesk responder providing timely resolution of district technology issues, interacting and escalating to other groups as required
2. Diagnose workstation (desktop/laptop/Chromebook) hardware, software, peripheral and operating system issues
3. Serve as a resource to staff in answering questions and assisting in the effective utilization of technology
4. Install and reinstall workstation operating systems and software for proper operation in the instructional process
5. Support of various instructional/classroom peripherals and devices
6. Vendor communication, shipping/receiving products and evaluation as directed
7. Track and maintain inventory as directed
8. Pick up and delivers equipment between school buildings and the district office as directed
9. Assist with other technology problems and equipment operations as directed
10. Work collaboratively with other internal technology groups and district departments on cross-team projects and troubleshooting of issues
11. Professionally represents the district in interactions with parents, community, staff, and students and resolves conflict in a professional manner

The above description covers the most significant duties performed, but does not exclude other occasional work assignments not mentioned, the inclusion of which would be in conformity with the skills and responsibility levels appropriate for this position.