

Elkhart Community Schools

Position Description

Position Title:	IT Support Technician (Temporary Position)		
Qualifications:	Qualifications: <i>Required:</i> Excellent problem-solving, technical, and customer-service skills. High School diploma or equivalent. <i>Desired:</i> Experience with Windows or Apple operating systems; experience with answering phones and the use of trouble-ticket systems. <i>Required:</i> Ability to handle multiple projects simultaneously, with attention to detail and good time management skills; ability to work in a team environment and work independently with minimal supervision; strong communication, customer service, analytical, and organizational skills.		
Department:	Technology Services		
Reports to:	Director of Technology		
Prepared by:	Jason Inman		
Approved by:	W. Douglas Thorne		Date: 09/03/2020

SUMMARY: This temporary position will support the major application systems of the school district; serving as the central point of contact for all service requests submitted including, student management, payroll/personnel, and financial systems. Assist the Service Desk Coordinator and Deployment Administrator with answering phone calls and supporting parents, guardians, and students as part of the Elkhart Community Schools eLearning program. This position will end on December 31st, 2020.

ESSENTIAL DUTIES AND RESPONSIBILITIES (*Other duties may be assigned*):

1. Receive requests from the user community for service or problem resolution; manage escalations; prioritize requests and resolve or route to appropriate staff for action; maintain user request in a work order database and track the progress of service and problem resolution; contact users to keep them informed of request status.
2. Maintain an understanding of all major application systems in use, from both a technical perspective and a user-functionality perspective, and provide support for these applications and resolution of system application issues.
3. Prepare documentation and provide training and support for non-technical personnel.
4. Ensure that appropriate security and data privacy procedures are followed.
5. Maintain a high level of technical knowledge and skills related to systems, applications, networks, workstations, and software to meet the district's needs.
6. Exhibit regular and timely attendance.
7. Perform other duties as assigned by the Director of Technology Services.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: *Required:* Excellent problem-solving, technical, and customer-service skills. High School diploma or equivalent. *Desired:* Experience with Windows or Apple operating systems; experience with answering phones and the use of trouble-ticket systems.

Other Skills and Abilities: Ability to apply knowledge of current research and theory in specific field. Demonstrated aptitude for continuous learning and innovative thinking. Ability to show appropriate initiative and to work independently and in a team environment. Ability to establish and maintain effective working relationships with students, staff, and the community. Ability to communicate clearly and concisely both in oral and written form. Ability to perform duties with an awareness of all district requirements and Board of Education policies.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in this environment is quiet to loud depending upon the activity in the particular part of the day.

Technology Support Staff will deal with frustrated clients who require their services immediately, the work environment may be rather stressful at times.

Driving a vehicle to conduct work at school sites may be required at times.

Some non-standard work hours may be necessary.

FLSA Status: Computer Employee Exemption.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned.

