HERTFORD COUNTY PUBLIC SCHOOLS JOB DESCRIPTIONS
JOB TITLE: TECHNOLOGY TECHNICIAN
Reports to: Director of Technology

GENERAL STATEMENT OF JOB

An individual in this class supports and maintains both administrative and instructional computers, software, and networks. This work includes repair of all technology-related equipment. Employee provides on-site assistance in classrooms, media centers, computer labs, and administrative offices. The employee identifies problems and takes appropriate corrective action. Employee installs and upgrades all technology-related equipment in network and stand-alone environments. Typically, this employee will provide first response support from the system level for the maintenance and operation of computers, software, and networks at the building level. Employees may have multiple sites to maintain. Complex problems are referred to the Director of Media/Technology Services.

ESSENTIAL JOB FUNCTIONS

PERFORMANCE RESPONSIBILITIES:

- Troubleshoots network and operating system problems;
- Provides technical support to ensure proper upkeep of equipment and network, including maintenance of hardware and local area networks;
- Installs new software, and installs and maintains software and accounts;
- Conducts staff training on use of software, hardware and peripheral equipment;
- Models the use of technology for teachers;
- Work with manufacturer support to resolve issues;
- Provide Help Desk Support for end-users;
- Maintains positive work habits;
- Performs duties efficiently and productively;
- Maintains and/or upgrades skills;
- Performs other duties deemed appropriate and assigned by the Superintendent and/or immediate supervisor(s).

Additional Minimum Requirements:

- Applicants who have recent unsatisfactory evaluations will not be considered eligible for consideration; applicants who demonstrate unsatisfactory interview performance are not eligible for consideration; and, applicants who receive unfavorable reference recommendations will not be eligible for consideration;
- Additional Minimum Requirements for Applicants Not Currently Employed: Applicants who have been dismissed or who have had their contracts non-renewed for cause by another school district are not eligible for consideration;
- The ability to perform the job duties and responsibilities of the position as contained in the Job Description, with or without reasonable accommodation;
- Criminal background check conducted
- 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;

- The employee shall remain free of any alcohol or non-prescribed drugs while in the workplace. Alcohol and controlled substances which affect employee productivity, safety or judgment in the workplace will not be tolerated.

PHYSICAL DEMANDS:
The physical demands described 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 frequently required to reach, stand, walk, lift, grasp, write, talk, hear, see, use technology such as computers and multimedia equipment, use repetitive motions, and climb ladders to reach devices such as projectors and wireless access points. While performing the duties of this job, the employee may frequently lift and/or move at least 50 pounds of materials. Specific vision abilities required by this job include close vision such as to read handwritten or typed material, the ability to adjust focus. The position requires the individual to meet multiple demands from several people and interact with the public and other staff members.

QUALIFICATIONS:
Minimum Associate Degree from an accredited college/university in an IT related field;
OR A+ Certification and Network + Certification preferred;
Excellent written and oral communication skills;
Ability to use technology to present, communicate, organize and disseminate information;

Non-Expempt

OTHER Duties
Additional duties assigned by your supervisor