

Hillsborough Township School District

JOB DESCRIPTION

- Title: District Computer Repair Technician Level 1
- Qualifications: Individual will have a minimum of three years field experience in the repair and maintenance of computers, audio visual, and related equipment. Individual must be able to diagnose and remediate computer hardware, software and networking problems. In addition, the individual must have experience working with modern computer operating systems as well as familiarity with local area networks.
- Primary Function: Repair and maintain district computer hardware, networking and multimedia equipment.
- Physical Requirements: Must be able to stand, walk, reach, bend and occasionally lift between 10 and 50 pounds.
- Report Level: Senior Technician and Director of Technology

Major Duties and Responsibilities:

1. Repair and maintain all district computer, networking and audio/visual equipment as assigned in a timely manner.
2. Maintain an accurate and up-to-date inventory of all district computer hardware and peripherals.
3. Submitting requisitions for repairs and necessary parts/supplies needed in a timely manner through district defined channels.
4. Using the assigned district work order system; maintain records of diagnostic steps taken/needed, log current repair status and note steps taken to final resolution.
5. Follow all district approved workflows, field procedures and protocols.
6. Provide first level technical support/repair services for building students and staff at the school's techhub.
7. Provide positive customer service while working with both technical and non-technical staff.
8. Escalating tickets to appropriate personnel when needed.
9. Cooperates professionally with all staff members and works closely with assigned team members to ensure all tasks are completed in a timely manner.

10. Cooperate and communicate with the Information Technology technical team (including, but not limited to IT Staff and Computer Support Teachers) to share related information across the organization as needed.
11. Demonstrating the ability to be flexible and responsive to a wide range of assigned tasks and reacts in a positive fashion to unanticipated redirections.
12. Be able to travel between school facilities as needed.
13. Performing all duties as assigned by the district Director of Technology.

Terms of Employment: 12 Months

Affiliation: Non-aligned staff

Evaluation: In accordance with Board of Education policy.