

## **Hillsborough Township School District**

### **JOB DESCRIPTION**

Title: District Computer Repair Technician Level 2

Qualifications: Individual will have a minimum of five years field experience in the repair and maintenance of computers, audio visual, and related equipment. Individual must be able to diagnose and repair computer hardware, software and network problems. In addition, the individual must have experience working with modern day operating systems as well as working knowledge of local area networks.

Primary Function: Diagnose, repair and maintain district computer hardware, networking and equipment to ensure timely resolution of all responsible building technical issues.

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 maintaining 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, networking equipment and peripherals. Work with the Director of Technology to ensure adequate parts/supplies are available to ensure smooth operations of all district technology services. Maintaining a district parts inventory.
3. Monitors district technology work order system to ensure all reported issues are attended to and resolved in a rapid fashion. Assumes responsibility that all tickets for assigned facilities are handled and prioritized appropriately. Will work closely and manage assigned Level 1 Technician to ensure tickets are being addressed and resolved.
4. Research and identify software issues and implement effective solutions. Takes on more challenging support issues including software support issues and coordinates third party vendor repairs for systems when needed.
5. Provide technical assistance and support to end users.
6. Assist with the support of network infrastructure equipment including routers, switches, servers, and VoIP.
7. Willingness to research and figure out complex software and IT systems. Takes primary ownership of learning and mastering new district technology (equipment and software).

8. Cooperates professionally with all staff members and works closely with assigned team members to ensure all tasks are completed in a timely manner.
9. Ability to articulate effectively technical information in both oral and written forms.
10. Performing all duties as assigned by the district Director of Technology and demonstrating the ability to be flexible and responsive to a wide range of assigned tasks; reacts in a positive fashion to unanticipated re-directions, as may be needed.

Terms of Employment: 12 Months

Affiliation: Non-aligned staff

Evaluation: In accordance with Board of Education policy.