

TECHNICIAN, CAMPUS 232 DAYS

Rev. July 2025

Job No.: 4302

Reports to: Senior Director, Hardware/Software Support

Dept./Campus: Information Technology

FLSA Status: Non-exempt

Pay Grade: 403

Term: 232 Days

PRIMARY PURPOSE:

To manage campus technology system by providing hardware and software technical support, maintaining accurate inventory documentation, collaborating with campus administrators on campus technology needs and initiatives, and training student tech reps.

MAJOR RESPONSIBILITIES AND DUTIES

- Troubleshoot hardware, software, printing, and network problems in a 1:1 environment and perform needed repairs.
- Support students and staff troubleshooting BYOT issues.
- Monitor ticketing system and resolve items in order of priority.
- Manage campus processes for district 1:1 device initiative, including beginning-of-year, end-of-year, newly enrolled students, withdrawing students, and missing devices.
- Manage new hardware deployment projects to include water-falling equipment.
- Responsible for conducting technology training for students and staff in a multiple device environment and creating training materials for ongoing support.
- Collaborate with campus Instructional Coach and Librarian on district and campus instructional technology goals and needs.
- Account for campus hardware and software inventory to ensure accuracy.
- Responsible for maintaining inventory records to include acquisition, transfer, and disposal of retired equipment as well as performing yearly inventory audit.
- Maintain computer and user accounts; monitor and troubleshoot automated user account creation processes.
- Test, troubleshoot and support state and local mandated online assessments.
- Manage server-based applications and shared storage locations.
- Consult with teachers to provide the best hardware and software solutions to support instruction.
- Consult with district system engineers on server-based applications and shared storage locations, as well as, designing, testing, and modifying systems.
- Apply software packages in SCCM managed systems.
- Consult with campus administration on the enforcement of student technology acceptable use guidelines.
- Responsible for documenting technical and campus processes.
- Consult with campus administration and district staff to develop and manage campus technology budgets.
- Evaluate and test software.
- Demonstrate regular and prompt attendance to ensure a consistent focus on student learning.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- None.

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GENERAL QUALIFICATION GUIDELINES

Education/Certification/Experience:

- Bachelor's degree in education, computer science or related field (relevant IT tech support experience can be substituted).
- Technology certifications preferred.
- Experience in classroom teaching and/or information technology support in a school district environment preferred.

Knowledge/Skills/Abilities:

- Knowledge of desktop operating systems; server operating systems; wired and wireless networking, VLANs and sub-netting; and basic and advanced scripting to customize user environments.
- Skill in desktop and laptop hardware diagnostic and repair; self-direction; organization; interpersonal relations; and written communication.
- Ability to attend training/meetings and to read/research as needed to extend knowledge in technical areas; interpret a variety of instructions furnished in written, oral, diagram or schedule form; collaborate closely with appropriate staff to meet the technology needs of all teachers and students; and respond to end user requests for "just in time" training.

Mental/Physical/Environmental Demands

The essential functions, pursuant to the Americans with Disabilities Act, may include the characteristic duties, responsibilities, knowledge, skills, and abilities noted herein; however, this is not a comprehensive listing of all functions and tasks performed by positions found in this job description.

- Needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Ability to understand complex problems and to collaborate and explore alternative solutions.
- Ability to organize and prioritize own work schedule on short-term basis.
- Ability to make decisions which have significant impact on the immediate work unit and monitor impact outside immediate work unit.
- Ability to communicate with individuals utilizing a telephone, computer or other electronic device.
- Ability to compose material such as detailed reports, work-related manuals, publications of limited scope or impact and to make presentations outside of the immediate work area.
- Ability to compute, analyze and interpret numerical data for reporting purposes.
- Ability to make information presentations, inside and outside the organization.
- Ability to work in fast-paced, multi-priority environment.
- Ability to handle difficult conversations and deescalate employees, staff, and parents.
- Regular sitting; bending/stooping, pushing/pulling, reaching overhead and twisting.
- Repetitive hand motions including frequent keyboarding and use of mouse and technology device repair requiring fine motor skills. Regularly use hands and fine motor skills to repair technology hardware.
- Routine light lifting and carrying (less than 15 pounds) and occasionally heavy lifting and carrying (more than 25 pounds).
- May work prolonged or irregular hours. Work with frequent interruptions.
- Maintain composure and professionalism at all times.