



Job Posting

Technology Support Technician

Internal & External Candidates Accepted

Immediate Supervisor: Technology Services Manager

General Information/Duties:

- Provide hardware support for technology, including but not limited to computers and network-related components, audio-video component systems, IP phone systems, and other technology products
- Provide software support on network devices and workstations, including installation, imaging, and upgrading/patching
- Work with the district, OEM, and third-party support personnel to perform problem diagnosis and resolve hardware and software incompatibility issues
- Where possible, provide in-school maintenance of technology equipment for educational and administrative use to ensure minimum possible disruption
- Assist in the maintenance of hardware and software inventories
- Assist in the distribution and collection of technology equipment
- Responsible for transporting or coordinating the transfer of technologies (i.e. computers, printers, servers) throughout the district as necessary
- Instruct and assist teachers and administrators in the proper use and operation of technology and preventative maintenance measures
- Maintain good public relations with building staff through prompt services, personal tact, and courtesy
- Attend all mandatory staff meetings, events, or trainings
- Other duties as assigned by the Technology Services Manager

Qualifications:

- Two years of relevant technical support work experience.
- Associate degree or equivalent in a technology-related field desirable.
- Basic knowledge of data, voice, and media interoperability as demonstrated by work history.
- Comprehensive working knowledge of computer hardware and operating system software
- Physically able to lift and transport a minimum of 50 pounds.
- Good verbal and written communication skills.
- Strong interpersonal skills.
- Ability to meet deadlines, determine priorities, and handle multiple tasks simultaneously.
- High motivation, self-discipline, patience, and ability to work as a team member.
- K-12/Higher Ed experience is preferred.
- Valid Michigan driver's license.
- Must be able to move intermittently throughout the work day with frequent, prolonged standing/walking/sitting
- Must be able to read and speak English
- Must be able to see, hear, and move intermittently or use prosthetics that will enable you to function adequately to ensure that the requirements of this position can be fully met

Terms of Employment:

Salary, Exempt position.

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