Regional School District #16
POSITION DESCRIPTION

Position Title: **TECHNOLOGY SUPPORT TECHNICIAN**

Reports to: Administrator/Director of Technology

Approved by: Board of Education   Date: September 14, 2005
                                                                        Revised: December 14, 2016

POSITION SUMMARY: Performs a variety of functions related to the computers,
software and the network throughout the school.

ESSENTIAL DUTIES, FUNCTIONS, AND RESPONSIBILITIES:
- Maintains, cleans, repairs, and supports computing hardware and peripherals.
- Maintains computing workspaces.
- Maintains and troubleshoots building print environments.
- Maintains and troubleshoots building audio/video peripherals such as projectors and interactive displays including working with vendors to arrange repair.
- Maintain software and applications including install/remove, data management and troubleshooting.
- Oversees use of computers, network, network accounts, email accounts and Internet.
- Supports building technology operations and events.
- Supports staff and students in using computer, network, and cloud based resources including resolving tickets via help desk software.
- Assists in technology documentation and staff training as appropriate.
- Assists in maintaining school social media and communication presence.
- Performs other related duties as assigned by administration.

SUPERVISORY RESPONSIBILITIES:
None

QUALIFICATION REQUIREMENTS:
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. Regular and consistent attendance is essential.

EDUCATION AND/OR EXPERIENCE:
A minimum of a high school diploma or general education degree (GED). Special training in the area of technology is required.

LANGUAGE LEVEL:
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

REASONING ABILITY
Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to understand the integrity and confidentiality of certain matters pertaining to the work of the Technology system/Network.

OTHER SKILLS AND ABILITIES:
Good working knowledge of computers and the network; ability to deal effectively with others.

PHYSICAL DEMANDS:
The physical demands described here 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. Some lifting, bending, stooping, and walking required.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually low. The employee is continuously interacting with the public, students, and staff.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.