



**Corporate Address**  
 100 Executive Drive  
 Marion, Ohio 43302  
 P: 740 389 4798  
 F: 740 389 4517

<b>Job Title:</b>	Project Technician		
<b>Department/Group:</b>	IT		
<b>Location:</b>	Any META Location	<b>Travel Required:</b>	Minimal
<b>Direct Supervisor:</b>	Project Manager	<b>Position Type:</b>	Full time / Exempt

**Job Description**

**ROLE & RESPONSIBILITIES**

The Project Technician is responsible for providing technology assistance by installing and configuring workstation/local area networks, while operating, monitoring performance, diagnosing and solving technology problems.

**PRIMARY RESPONSIBILITIES INCLUDE:**

- Researching issues, replicating technical problems, and communicating directly with customers to provide outstanding customer support
- Implement CAT2 projects
- Install and configure local area data communications networks, which may carry data, voice and video communications following organization standards
- Install, operate, and maintain network services and network devices
- Install, operate, and maintain IT infrastructure (servers, storage, backups, etc.)
- Use service desk software to record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Perform post-resolution follow ups with end user and team members as required and evaluate documented resolutions and analyze trends for ways to prevent future problems
- Operate day-to-day functions as requested by the appointed district project manager
- Provide regular status and data reports as requested by supervisors
- Perform any and all other duties as required

**QUALIFICATIONS & EDUCATION REQUIREMENTS:**

- Preferred Associates degree in Information Technology or equivalent experience
- Effective and efficient communication skills (verbally and written)
- Must maintain a valid Driver's License and ability to travel
- Required to be flexible, detail oriented and organized with the ability to multi-task
- Highly professional, organized, and self-motivated
- Ability to meet deadlines
- Ability to work in a school district setting
- Network and server experience preferred
- Prior experience with voice/phone systems preferred
- Finds creative solutions to complex problems
- Stays informed of new developments in technology
- Accepts constructive criticism and able to maintain a positive professional attitude