JOB DESCRIPTION
TECHNICIAN
INFORMATION SERVICES

JOB DESCRIPTION CREATION / REVISION DATE: 8/14/18

POSITION TITLE: Technician – Level 1 Support (25 hours per week)

DEPARTMENT: Information Services

REPORTS TO: Supervisor - Technical Support Services

SUPERVISES: N/A

POSITION GOAL(S):
The L1 Support Technician responds to requests for technical support over the phone and in person. Technicians will interact directly with Level 2 Techs, faculty, staff, students, and members of the public to ensure that high customer service levels are met, and technical problems are resolved. Must be attentive to immediate environment and must not supervise students. Requests will be tracked to establish and maintain department standards and procedures according to information services management. Maintains confidentiality of student/staff information in the school district and in the community. Travel within the district and surrounding communities is required.

JOB DUTIES / ACCOUNTABILITIES:
1. Create, resolve, escalate, and close Help Desk tickets using the Help Desk management system.
2. Document troubleshooting steps and resolutions for future reference using Knowledge Center Solution (KCS) methodology.
3. Maintain, analyze, troubleshoot, and repair computers, peripherals, and printers as assigned.
4. Support District testing (PARCC, MAP, ACCESS etc.).
5. Provide training to end users relating to technology.
6. Provide, maintain, and troubleshoot network connectivity.
7. Perform routine tasks, including cleaning, to maintain computer equipment and peripherals.
8. Compile and archive data as assigned.
9. Maintain ongoing organization and cleanliness in assigned computer labs.
10. Record school equipment and asset inventory as assigned.
11. Other duties as assigned.

EXPERIENCE / KNOWLEDGE:
1. Minimum one year hands-on computer support experience.
2. Understanding of TCP/IP and networking tools.
3. Demonstrated knowledge of Windows operating systems.
4. Ability to learn and support new applications.
EDUCATION:

1. High School Diploma or equivalent.

PHYSICAL DEMANDS:

1. Ability to lift, move, or carry up to 30 lbs. with proper technique.

TERMS OF EMPLOYMENT:

This is a 25 hours per week position. Salary and benefits are as established by the Board of Education.

Must pass a technical test.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board’s policy on evaluation of support service personnel.

Employee Signature: ___________________________ Date: ________________

Supervisor Signature: _________________________ Date: ________________