

DE SOTO #73 PUBLIC SCHOOL DISTRICT JOB DESCRIPTION

POSITION TITLE: Technology Support Technician Tier II
STATUS: Non-exempt
REPORTS TO: Director of Technology
PAY CATEGORY: Non-exempt Salary Schedule

POSITION SUMMARY: The goal of the Technology Support Technician Tier II is to assist the Director of Technology with the coordination of technological application in the instruction and administrative operations of the District. The Technology Support Technician Tier II will assist with the development, implementation, refinement, and evaluation of the long range plan for the application of computers and other technologies in all District programs. They will also assist with the troubleshooting and repair of District devices and provide support to students, parents, and employees.

UNIVERSAL EXPECTATIONS:

1. Recognize that every position in the district contributes to student academic achievement and serves as a role model for all students.
2. Lead within your department/building to create learning environments and experiences that directly contribute to student academic achievement.
3. Collaborate to identify and respond to student needs in order to support academic achievement.
4. Prepare for work in a way that supports student academic achievement.
5. Engage in positive interactions and strengthen relationships with families and community members to support students' academic achievement.
6. Actively participate in district processes to support continuous improvement aimed at increased student academic achievement.

ESSENTIAL FUNCTIONS:

1. Provides support to increase student academic performance.
 - a. Maintains district technology which facilitates student learning.
 - i. Assist in the design, implementation, and maintenance of the district's networks.
 - ii. Assist in the administration of the G. Suite (Google) system.
 - iii. Assist in the administration and maintenance of the district's one-to-one program.
 - iv. Provide support for the district's telephone systems, both digital and cellular.
 - v. Configure, install, troubleshoot, and maintain computers, interactive whiteboards, and peripherals within district guidelines.
 - vi. Provide support for all district-owned and licensed software. This includes ensuring that all licensing is up to date, adequate, and in compliance with patent and copyright requirements.
 - vii. Provide technical assistance and support for all computer users in the district for software, hardware, network, and peripheral issues via telephone, remote access of computers, or site visit to ensure minimal down time and greatest student and staff productivity.
 - b. Completes assigned work orders in a timely manner.
2. Performs duties which assist with supporting the needs of the district, department or students.
 - a. Resolve computer system and peripheral malfunctions.
 - b. Provide assistance to network administrators through support/recommendations and instruction as necessary.
 - c. Assist with images for staff, students, and lab machines.
 - d. Assist network administrator with networking equipment (wired and wireless), routers switches, bridges, and other LAN devices.
 - e. Ability to learn new systems and concepts as the district continues to expand technology.
 - f. Ability to be organized, set priorities, and work effectively under pressure, performing individual projects and routine matters with minimal direction from the supervisor.
 - g. Ability to install and troubleshoot various software packages installed in the district; install/troubleshoot PCs, iPads, Chromebooks, printers, scanners, interactive whiteboards and TVs, projectors, etc.
 - h. Ability to solve conflicts, maintain confidentiality, and remain open to various ideas and viewpoints.
 - i. Must have excellent customer service skills, including proactive communication.
 - j. Ability to articulate technical information to a non-technical audience in both electronic communication and in face to face settings.
3. Regularly communicates with appropriate individuals to support students.
 - a. Prepares a variety of correspondence, reports, and other materials for the purpose of documenting activities, providing written reference, and/or conveying information.

- b. Responds to inquiries from a variety of internal and external parties for the purpose of providing information, facilitating communication among parties and/or providing direction, via telephone, email, and in person.
 - c. Provides effective staff communication; collaborate and resolve conflicts with others.
 - d. Promotes a positive image of De Soto Schools to students, staff and visitors.
4. Assists with the leadership and administrative functions of the department.
 - a. Liaise with appropriate directors and administrators to develop tactical plans for the delivery of services.
 - b. Mentor and motivate technical staff to deliver timely and high quality services.
 - c. Assists with the coordination of IT staff to ensure proper resolution of issues.
 - d. Assist with the training of IT staff to ensure a competent and effective workforce.
 - e. Serve as a point of escalation to district IT staff in troubleshooting.
 - f. Work with the Student Data Manager regularly to provide assistance in reporting, database administration, and operational duties.
5. Maintains a variety of reports and documents.
 - a. Maintain a master inventory file of the school district's technology purchases, including serial numbers, model numbers, location, funds used to purchase items, and any other pertinent and/or useful information.
 - b. Assist the Director with duties associated with the district's Cyber Security Program.
 - c. Maintain documentation on all processes and procedures related to the implementation and maintenance of systems administered or maintained by the department.
6. Create and submit all reports and data required by state and federal law and the Superintendent when requested.
7. Set high expectations and model behaviors that foster mutual respect, integrity, accountability, and commitment.
8. Works cooperatively with other staff members.
9. Exercise good judgment, insight, self-awareness, integrity, and cultural responsiveness when interacting with staff, students, and patrons.
10. Regular and consistent attendance is an essential function of this position.
11. Required to follow all Board policies, regulations, and procedures.
12. Performs all other duties as dictated by law and/or assigned by the Superintendent of Schools or designee.

BASIC REQUIREMENTS:

1. Associate's Degree or 2 years of related experience in technology.
2. Experience leading a team.
3. Experience in Windows 10 and Google (G. Suite), preferred.
4. Knowledge of computer installation, maintenance, and software support to perform computer troubleshooting.
5. Knowledge of desktop systems and applications in a networked environment.
6. Ability to communicate both verbally and in writing, and interact effectively with all aspects of the school community is required.
7. Ability to work independently and as part of a team.
8. Ability to meet deadlines with severe time constraints.
9. Excellent human relation skills. Ability to interact with students, staff, and the public.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee must talk, listen, hear, and respond. While performing the duties of this job, the employee is regularly required to stand; walk; use hands and fingers to handle or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms. The employee is frequently required to sit. The employee frequently must squat, stoop or kneel, reach above the head and reach forward. The employee continuously uses hand strength to grasp tools and climbs on to ladders. The employee will frequently bend or twist at the neck and trunk more than the average person while performing the duties of this job. The employee must frequently lift and/or move up to 50 pounds such as computer supplies, cable and unloading trucks. Occasionally the employee will lift and/or move up to 90 lbs. The employee will sometimes push/pull items such as tables, equipment, and machines. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The foregoing is not an exclusive list, and the employee may be required to exceed the minimum physical demand specifications should the safety and security of students and staff be compromised. The above physical demands are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job duties.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. The noise level in the work environment is usually at a moderate to loud level with frequent interruptions. The employee continuously interacts with students, staff and the public. Travel may be necessary to various District buildings and/or other sites. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job duties.

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) 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 by the Supervisor.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job related duties as requested, subject to all applicable state and federal laws.

De Soto #73 Public School District is an equal opportunity employer. All aspects of the District programs are offered without regard to race, color, national origin, sex, sexual orientation, gender identity, age, or disability in compliance with employment procedures.