

DURANGO SCHOOL DISTRICT 9-R

JOB DESCRIPTION

Job Title: Technology Support Technician II
Job Family: Technology Services
Department: Technology

Pay Grade: ESP Salary Schedule
FLSA Status: Non-exempt
Prepared Date: July 1, 2015, rev. 7/1/18,
rev. 12/13/18

Typical Work Year: 12 months

SUMMARY: Provide level 1 and 2 support in diagnosing and resolving complex issues related to hardware and software. Maintain, repair and install personal computer hardware, mobile devices and related instructional technology equipment in accordance with District standards for efficiency, compatibility, and security. Connect equipment to District network and email services. Provide assistance with integrating new and existing instructional technologies.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *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. The frequency and percentage of time of duties may vary based on building or department assignment.*

- Troubleshoot and resolve operating systems and District application software problems
- Install District software applications and software images for deployment on Windows and MacOS
- Maintain and repair district computers and technology devices
- Assist with District network, e-mail, and Internet connections on computers and mobile devices
- Create, maintain and deploy District hardware images for new and existing PC's and MAC's
- Deploy and recover district computer equipment for installation, maintenance and/or repair
- Maintain an adequate inventory of parts for maintenance and repair of District technology equipment
- Maintain equipment deployment and maintenance records for District computers
- Interact with District instructional staff to deliver a high level of service and customer satisfaction
- Ensure work is completed in a professional and safe manner in compliance with District standards
- Provide support as the primary technician for multiple schools as their Level II support
- Provide knowledge and support for print devices as well as other technology accessories
- Knowledge and familiarity with networking concepts to help provide troubleshooting connectivity
- Knowledge and familiarity with Active Directory specific to user accounts, and computer containers
- Install, maintain, and support essential district software to include educational software
- Provide technical support of online assessments to include installation and configuration
- Perform other duties as assigned

EDUCATION AND TRAINING: High school diploma or equivalent plus specialized training in computer related technologies. 2 year technical diploma or equivalent experience.

EXPERIENCE: Three years experience as a help desk technician supporting computer hardware, Windows and MAC operating systems, computer applications software and mobile devices.

CERTIFICATES, LICENSES, & REGISTRATIONS: Valid Colorado driver's license required. A+ certification required. Network + certification preferred, Lenovo certification required within six months of hire. Criminal Background Check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced computer troubleshooting, analysis, critical thinking and problem solving skills.
- Advanced knowledge of computer software and hardware installation and maintenance
- Advanced knowledge of DOS/Windows/MAC-based computer systems and mobile devices
- Ability to learn multiple programs and systems.
- Ability to manage multiple tasks with frequent interruptions, occasionally in urgent situations.
- Ability to manage multiple priorities.

- Ability to promote and follow Board of Education policies, Superintendent policies and building/department procedures and policies.
- Ability to communicate, interact and work effectively and cooperatively
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Intermediate operating knowledge of and experience with personal computers, Macintosh computers, peripherals, Windows, Mac OS and Microsoft Office.
- Working knowledge of data processing equipment, systems and techniques.
- Operating knowledge of typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

Reports to: Director of Technology

Direct Reports: This job has no supervisory responsibilities

BUDGET AND/OR RESOURCE RESPONSIBILITY: This job has no budgetary responsibilities.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl			X	
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct			X	
Compute		X		
Synthesize		X		

Evaluate			X	
Interpersonal Skills				X
Compile		X		
Negotiate	X			

WORK ENVIRONMENT:	Amount of			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	

The signatures below indicate that job description has been reviewed by the employee with the supervisor.

Employee Name (Print)

Employee Signature

Date

Supervisor Name (Print)

Supervisor Signature

Date