

# DURANGO SCHOOL DISTRICT 9-R

## JOB DESCRIPTION

**Job Title:** Technology Support Technician I  
**Job Family:** Technology Services  
**Department:** Technology  
**Typical Work Year:** 12 months

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

**SUMMARY:** Maintain and install personal computer hardware and related instructional technology equipment in accordance with District standards for efficiency, compatibility, security. Connect equipment to District network and email services. Provide first level tech support to District sites.

**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.*

- Provide Help Desk services such as answer phone calls, resetting passwords, writing documentation, etc.
- Help manage help desk tickets and re-assign/escalate issues to PC Technicians
- Responsible for processing incoming equipment and preparing for deployment
- Responsible for tracking inventory of technology equipment.
- Install District software applications and software images on Windows and MAC platforms
- Assist with the maintenance and repair desktop and laptop computers
- Assist with District network, e-mail, and Internet connections on computers and mobile devices
- Install and maintain District instructional technology equipment
- Maintain equipment repair and maintenance records for District computers
- Interact with District instructional staff to deliver a high level of service and customer satisfaction
- Assure work is completed in a professional and safe manner in compliance with District and industry standards
- Perform other duties as assigned.

**EDUCATION AND TRAINING:** High school diploma or equivalent plus special training in computer related technologies.

**EXPERIENCE:** Six months experience as a technician in computer hardware, Windows and MAC operating systems, computer applications software and mobile devices.

**CERTIFICATES, LICENSES, & REGISTRATIONS:** Valid Colorado driver's license required. A+ certification preferred. Criminal Background Check required for hire.

### **TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Advanced computer troubleshooting, analysis, critical thinking and problem solving skills.
- 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.
- 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, servers, 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. required within 3 months after entering position.

**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			

<b>VISION DEMANDS:</b>	<b>Required</b>
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

<b>NOISE LEVEL:</b>	<b>Exposure Level</b>
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