

## **Elkhart Community Schools**

### **Position Description**

<b>Position Title:</b>	<b>Support Technician</b>
<b>Qualifications:</b>	Associates or Bachelor of Science Degree in Computer Information Technology or related field and/or 2+ years' experience in an technical position preferred; A+ certificate desirable; strong analytical and problem solving skills; Microsoft Certified Technology Specialist in Desktop or equivalent experience preferred; strong communication and organizational skills.
<b>Department:</b>	Technology Services
<b>Reports to:</b>	Sr. Technology Support Manager
<b>Prepared by:</b>	Jason Inman
<b>Approved by:</b>	W. Douglas Thorne
<b>Date:</b> 12/18/2018	

**SUMMARY:** To resolve issues with computers, peripherals, iPads, and network equipment. Responsible for performing analysis, repair and installation of security cameras, network, and telecommunications equipment.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** *(Other duties may be assigned)*

1. Install, configure, monitor, and maintain technology equipment (i.e. workstations, peripherals, etc.) on complex data networks.
2. Receive requests from user community for service or problem resolution; prioritize requests and resolve or route to appropriate staff for action; maintain user requests in a work order database and track the progress of service and problem resolution; contact users to keep them informed of request status.
3. Perform on-site installation, troubleshooting, maintenance, and repair of district technology equipment and systems.
4. Pickup and deliver equipment to/from district facilities.
5. Maintain appropriate records and documentation related to district systems, including inventory records.
6. Assist with user training related to district systems.
7. Maintain a high level of technical knowledge and skills related to systems, applications, networks, workstations, and software to meet the district's needs. Attend workshops and/or conferences and complete courses in order to increase knowledge, maintain certifications, and keep up with developments in technology.
8. Exhibit regular and timely attendance.
9. Perform other duties as assigned by the Director of Technology.

**Qualifications Required:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with appropriate attention to detail. 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.

**Education and/or Experience:** Associates or Bachelor of Science Degree in Computer Information Technology or related field and/or 2+ years' experience in an technical position preferred; A+ certificate desirable; strong analytical and problem solving skills; Microsoft Certified Technology Specialist in Desktop or equivalent experience preferred; strong communication and organizational skills.

**Other Skills and Abilities:** Ability to apply knowledge of current research and theory in specific field. Demonstrated aptitude for continuous learning and innovative thinking. Ability to show appropriate imitative and to work independently and in a team environment. Ability to establish and maintain effective working relationships with students, staff, and the community. Ability to communicate clearly and concisely both in oral and written form. Ability to perform duties with an awareness of all district requirements and Board of Education policies.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision.

This job requires the ability to handle and balance multiple demands at the same time.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in this environment is quiet to loud depending upon the activity in the particular part of the day.

Technology Support Staff will deal with frustrated clients who require their services immediately, the work environment may be at times rather stressful.

Driving a vehicle to conduct work at school sites is required.

Some non-standard work hours may be necessary.

**FLSA Status:** Non-exempt.

**The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned.**