

## Griffin-Spalding County School System

<b>Title: PC/Network Technician</b>	<b>Category: Technology</b>
<b>Job Details: 220 Days/Non-Exempt/Full-Time</b>	<b>Reports To: Technology Services Manager</b>
<b>Updated: 12/17/2021    Reviewed: 09/26/2022</b>	<b>Salary Schedule: Classified    Pay Grade: SE</b>

### **JOB SUMMARY**

The PC/ Network Technician role is to support and maintain in-house computer networks, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required.

### **ESSENTIAL FUNCTIONS**

*(Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all duties and responsibilities performed by incumbents of this class.)*

- Provides technical assistance for a wide variety of learning platforms to include Google Workspace, Microsoft Office, Clever, Classlink, Symbaloo, etc.
- Provides troubleshooting for Windows and Chrome OS issues as well as updating and maintaining current driver installs.
- Troubleshoots and repairs common out-of-warranty systems to include chromebooks, laptops, and desktops.
- Partners with 3rd party vendors for repair and replacement of warrantied devices.
- Diagnose and repair classroom audio equipment, projector, and display issues.
- Updates and troubleshoots all other software used by staff and students
- Performs physical movement of computer hardware from area to area or for disposition.
- Provides training in software and hardware operations and maintenance to end-users.
- Supports the system's technology help desk
- Assists in the evaluation of new forms of technology and functionality to aid student learning and teacher instruction.
- Handles essential (technological) set-up of school events and conferences.
- Coordinates beginning and end of year procedures for all staff.
- Works in tandem with media specialists and inventory specialists to maintain accurate records of assets.
- Coordinates and manages distribution of student devices and assignments for each school.
- Investigates and reports potential cybersecurity incidents to the Network Manager
- maintains prompt and regular attendance as physical attendance on the job site is required.
- Performs all other duties as assigned by supervisor (i.e. cameras, recordings, password resets)

### **SUPERVISES**

- No supervisory responsibilities

### **MINIMUM QUALIFICATIONS**

- High School Diploma
- At least 6 months of work-related experience or the equivalent formal education in a related field—transcript required for review.
- Familiarity with installing and troubleshooting Microsoft applications, Apple iOS, Chrome OS, Android, printers, wireless equipment, projectors, and computer hardware components
- Basic knowledge of network systems

**PREFERRED QUALIFICATIONS**

- A+, and Network+ Certifications
- Experience with scripting and imaging, LAN's/WAN's, and IPv4 Networks
- More than two years of experience in this or a related field
- Certification for hardware repair, software maintenance and/or completion of training from a recognized vocational or technical institution is preferred

**COMPETENCIES NECESSARY TO DO THE JOB**

- Possess skills and knowledge of technology including hardware and software
- Must be a self-starter with excellent communication skills
- Ability to work independently
- Possess strong customer service skills
- Ability to train others
- Ability to lift up to 50 pounds
- Must have own transportation and a valid driver's license
- Ability to maintain emotional control under stress
- Ability to be regularly, predictably and reliably at work
- Ability to perform routine physical activities that are required to fulfill job responsibilities

**EVALUATION**

- Performance of this job will be evaluated in accordance with the provisions of the Board's policy on evaluation of classified personnel.