

Carroll Independent School District

Job Description

JOB TITLE:	Campus Technician	Pay Grade:	0P2
Supervisor:	Technology Coordinator	Employment Days:	226
Department:	Campus-Based Technology	Employment Status:	Non-exempt

MISSION:

CISD educates and inspires every Dragon through a tradition of excellence and innovation in academics, character, and service for life-long success.

JOB SUMMARY:

The position will perform a variety of technical tasks in supporting technology operations in the school setting. Employee is responsible for all technology support for their assigned campus. The activities may include: Bell/PA troubleshooting, Projector servicing, Computer Repairs, Software installation, Phone installation, Printer support, Sound system troubleshooting, inventory management, and more. If help requests are escalated, the campus technician will monitor those requests and facilitate communication between the requestor and the upper level technician assigned.

QUALIFICATIONS:

Education/Certification:

- High school diploma or GED

Special Knowledge/Skills:

- Knowledge of computer hardware and software applications
- Ability to install, maintain, and repair computers and peripherals
- Ability to install and maintain network cables and hardware
- Ability to diagnose problems and perform repairs
- CompTia A+, Network+, Dell and Microsoft certifications preferred

Experience:

- Previous work experience in a technical support position
- Ability to analyze and resolve computer hardware, software, and network problems

MAJOR RESPONSIBILITIES

Technical Support

- Assist teachers and students in use of computers, printers, and instructional software.
- Work cooperatively with teachers to identify student placement in instructional software.
- Perform after-hours system upgrades and technical support when needed.
- Log and track technology requests using helpdesk software and ensure issues are resolved or escalated in a timely manner
- Set up and maintain the operations of all computer systems and other technologies including AV presentation systems
- Resolve tickets using district Help Desk ticketing system
- Install licensed software

- Track, maintain, and update iPads, laptops, and 1:1 devices
- Facilitate distribution of technology throughout the campus
- Ensure that testing software is working during testing windows
- Work with Tier 2 Support and Systems Engineers as needed to assist in technology installations
- Maintain accurate inventory of hardware, software, and other equipment and material at assigned site(s)

Other

- Follow district safety protocols and emergency procedures.
- Assist in upholding and enforcing school rules, administrative regulations, and Board policy.
- Establishes and maintains cooperative relations with others.
- Keep abreast of innovative practices.
- Be adaptable and flexible in acceptance of changes in techniques and procedures.
- Maintain a professional level of confidentiality regarding all district matters.
- Uphold and adhere to safety rules.
- Support the goals and objectives of the district and follow district policies.
- Perform other duties as assigned.
- Be customer service oriented and maintain a professional appearance and approach regarding all district matters.

EQUIPMENT USED:

Personal computers, laptops, telecommunications equipment, networking equipment such as routers, switches, firewalls, servers, wireless access devices, network appliances, and network monitoring equipment such as LAN analyzers, Sniffers, and Fluke meters. Other items might include audio/video equipment, surveillance equipment and items for presentations and meetings.

MENTAL DEMANDS:

This individual should be a self-motivated starter; perform tasks with little or no supervision. Must understand and be willing to work hours outside of the normal duty day in order to meet deadlines and objectives. Must maintain a proactive attitude when establishing relationships among district personnel; and maintain emotional control under stress.

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

The physical demands outlined here are representative of those required of an employee to successfully perform the essential functions of this job. Must be able to sit or stand for extended periods of time; have dexterity of hands and fingers for keyboarding and other job functions; able to bend at the waist, kneel or crouch; able to lift, carry, push and/or pull items of up to 50lbs daily and do so unassisted; accurately perceive sound, near and far vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Able to ascend or descend ladders and scaffolds.

THE REFERENCED STATEMENTS DESCRIBE THE GENERAL CHARACTERISTICS, QUALIFICATIONS AND PERFORMANCE RESPONSIBILITIES OF THIS POSITION, HOWEVER, ADDITIONAL REQUIREMENTS MAY BE STIPULATED DURING THE TERM OF ASSIGNMENT.

REVIEWED BY: _____ DATE: _____
(Executive Director of Human Resources)

APPROVED BY: _____ DATE: _____
(Deputy Superintendent)

Date Created: 3/2023	Date(s) Revised:
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