

DISTRICT COMPUTER TECHNICIAN LEVEL 2

SPA License Status:	<i>Non-licensed/No Contract</i>
SPA Probation:	<i>One Year</i>
FLSA Status:	<i>Exempt</i>
Supervisor:	<i>Director of Information Technology</i>
Supervises:	<i>None</i>
Salary Schedule:	<i>Technical Staff, Range 2</i>
Terms of Employment:	<i>8 hours / 12 months</i>
Job Goal:	<i>To provide advanced technical support functions within a broad scope. This position resolves technical incidents and problems using defined processes to restore or establish services to meet the needs and demands of the school district.</i>

Minimum Qualifications

- 1. Two-year degree in a technology related specialty from accredited institution or three years of relevant work experience*
- 2. Proficient in configuration, maintenance, repair and support of contemporary computing platforms, including desktop computers, virtual desktops, mobile devices, computing appliances and associated peripherals*
- 3. Intermediate knowledge of data, voice and media interoperability as demonstrated by work history*

Job Duties

- 1. Support sites, programs and services as stipulated by the position's funding source(s).*
- 2. Accept modifications to duty assignments and associated schedules as identified by supervisory staff in support of district operations and commitments.*
- 3. When assigned to Service Desk function, perform designated first level support duties, as identified in Information Technology Infrastructure Library (ITIL) 2011, otherwise assume responsibility over incidents which cannot be solved immediately by means of first level [ITIL 2011] support.*
- 4. Adhere to the behavioral requirements of working in a public education environment.*
- 5. Track task status and task time using designated service management application(s).*
- 6. Apprise supervisor and designated staff of current work location using established department method.*
- 7. Setup, configure, support, and repair designated computing systems, associated peripherals and supporting infrastructure in accordance with department guidelines.*
- 8. Test new systems, applications and upgrades in a controlled environment, preparing them*

- for staging and deployment into a production environment.*
9. *Troubleshoot and remediate issues causing errors with and failures of designated computing and media systems, device interoperability and infrastructure employed by the district.*
 10. *Maintain accurate inventories of designated equipment and licenses utilized by the department, site, application, system or process.*
 11. *Plan and execute all activities to avoid or minimize negative impact on classroom instruction and administrative operations.*
 12. *Practice secure computing at all times and ensure actions are consistent with district standards and industry best practices.*
 13. *Be accountable to any designated staff at any district site.*
 14. *Provide support, guidance and mentoring, as requested or directed.*
 15. *Exhibit professionalism by maintaining good attendance and adhering to established work schedule.*
 16. *Comply with the Code of Ethics, administrative directives, board policy, state and federal statutes and rules and regulations.*
 17. *Communicate and display courteous and professional behavior toward students, the public, the Immediate Supervisor, School and District Administrators, staff and peers.*
 18. *Safeguard the confidentiality of information pursuant to the Family Educational Rights and Privacy Act and other applicable state and federal statutes.*
 19. *Evenings and weekend work may be required.*
 20. *Perform such other tasks as may be assigned.*

MACHINES, TOOLS, EQUIPMENT AND WORK TOOLS

Various machines and equipment including but not limited to computer, telephone, instructional technology.

WORKER TRAITS—Aptitudes

1. *Verbal ability required to understand oral and written instructions*
2. *Motor coordination required to coordinate eyes, hands and fingers when operating machines and equipment essential to the job*
3. *Manual and finger dexterity required to operate machines and equipment precisely and rapidly*
4. *For further information regarding worker traits, please see attached job analysis*

EVALUATION

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

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I accept this position offered and agree to the above job description.

Print Name _____

Signature _____ *Date* _____

Approved By _____ *Date* _____

