

LORAIN CITY SCHOOLS

JOB DESCRIPTION

Position: Student Device and Physical Infrastructure Technician

Reports to: Director of Information Systems or designee

Employment Status: Regular, Full-time

FLSA Status: Non-exempt

Description: The Student Device and Physical Infrastructure Technician works collaboratively with, and at the direction of, the Director of Information Systems (or designee) and the Senior Systems Analysts to provide district-wide support for network cabling, projector, TV and IFP installation, repair of student devices and installation, configuration, maintenance, troubleshooting, and support for district network and telephony infrastructure. He/she will actively work with vendors and users to troubleshoot student device and infrastructure issues and identify resolutions to optimize resources and streamline practices.

Note: The lists below are not ranked in order of importance

Job Responsibilities (include, but are not limited to):

I. Essential Functions / Duties:

- **Maintain and Install Physical Infrastructure and Manage Repair of Chromebooks**
 - Install, maintain, and repair Chromebooks
 - Retrieve, repair, and deliver Student Chromebooks from and to all buildings
 - Install, maintain, and repair wireless access and network devices
 - Install, maintain, and repair digital or analog Cameras, Door Swipes, or other physical security devices in coordination with Safety and Security and Operations Departments
 - Install, maintain, and repair Local Area Networks (LANs)
 - Construct and maintain Wide Area Networks (WAN) patch panels
 - Construct patch cables using appropriate equipment
 - Troubleshoot video distribution systems and distance learning equipment/systems
 - Evaluate current network, camera, and telephone infrastructure and make recommendations as needed
 - Maintain inventory of technology-related equipment and supplies for the use of repairing Chromebooks and installing or repairing physical infrastructure
- Maintains confidentiality with regard to information being processed, stored, transferred, or accessed on the District's systems
- May participate in various technology-related professional development to assist in the training of district staff, so they are able to utilize current and future technology to the fullest potential
- Addresses any issues, questions, or problems in an accurate, timely, and professional manner
- Organizes and completes all tasks within timelines and deadlines
- Utilizes technology and other resources as appropriate to maximize communications with all levels of staff
- Models and fosters a collaborative and supportive culture of staff communication and support to maintain a positive school and work environment
- Participates as a valued member of various teams/committees as needed

- Assists to identify problems (or potential problems) and make suggestions for viable solutions
- May be required to attend trainings and meetings which may require working beyond the normal workday
- May be necessary to work minimal/incidental overtime (over 40 hours per work week) to attend trainings/meetings or to complete functions/duties of the position; all overtime must be documented on district timecard and submitted to the Director of Information Systems within the required pay period for approval and submission to Payroll; non-incidental overtime must be pre-approved by the Director of Information Systems or his/her designee
- Must have reliable transportation to transport themselves, a passenger, computer equipment, and tools necessary to perform functions/duties of the position throughout district facilities; mileage is reimbursable at the established IRS mileage rate upon completion/submission of the district's mileage reimbursement forms within the required time frame as established by the Treasurer's Office
- Performs all other tasks assigned by the Director of Information Systems or designee, including tasks/duties that are not directly related to the technician's central purpose

II. Non-Essential Functions / Other Duties:

- Physical and/or environmental requirements include, but are not limited to:
 - Ability to use various/basic hand tools, simple diagnostic equipment (i.e. cable testers, tone generators, etc.) to perform the essential functions/duties of the position
 - Ability to frequently sit/stand and occasionally climb, kneel, stoop, bend over, crouch, and lift (*approximately 50 lbs.*)
 - Ability to see, corrected or uncorrected, and adjust vision for close-vision work
 - Ability to speak and be understood
 - Ability to hear accurately, corrected or uncorrected
 - Potential exposure to human blood, bodily fluids, tissue, or other potentially infectious materials
 - Potential exposure to disgruntled students and/or adults

III. OSHA Responsibilities:

- Knows and uses safe work procedures
- Recognizes job hazards and takes proper precautions to assure personal as well as fellow employee and public safety
- Informs supervisor immediately of hazards, unsafe equipment and acts, and recommends solutions to correct deficiencies
- Actively participates in safety programs and training
- Immediately reports accidents, injuries, and near misses to supervisor
- Reports to work in a condition to be able to work safely
- Follows and participates in school district's Safety Plan
- Attends all scheduled training sessions
- Monitors and enforces compliance with school district safety rules, policies, regulations, and procedures
- Provides leadership to stimulate and maintain a positive safety environment

Required Knowledge, Skills, and Abilities:

- A self-starter with an established track record of successfully installing, maintaining, troubleshooting, and repairing physical network and telephony infrastructure with the ability to organize, coordinate, and complete multiple tasks, work with staff, and promote a positive work environment
- Excellent organizational and multi-tasking skills to successfully perform all duties and responsibilities of the position within timelines and deadlines

- Demonstrated technical skills required to effectively complete the functions/duties of the position
- Strong written and verbal communication and listening skills, essential to effectively relate to, and productively work with, all levels of district staff, students, parents, and the community
- Ability to maintain confidentiality while working with sensitive information
- Comprehensive knowledge of district policies and regulatory standards related to assigned functions, including strong knowledge of applicable State and Federal laws and ODE regulations
- Demonstrated sensitivity to and understanding of the diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of an urban school district

Terms of Employment:

- 260-day work year with actual work dates determined annually by Superintendent
- Compensation determined by placement on the Lorain City Schools *Technical Support Team* salary grid, *Rate Group - Technical Category 2*
- Fringe benefits as defined by the Lorain City School District's Board policies

Evaluation: per Lorain City Schools Board Policy GDBAA

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of duties for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned. Reasonable accommodation may be made to enable a person with a disability to perform the essential function of the job.