



METROPOLITAN SCHOOL DISTRICT OF LAWRENCE TOWNSHIP

POSITION ANALYSIS

Title: Associate Computer Technician

Reports to: Technology Support Coordinator

Qualifications: CompTIA A+ (Required)
Significant experience with Windows
CompTIA Net+ (Preferred)

Job Summary: Associate Computer Technicians serve as the first line of support for end users. They have effective troubleshooting abilities, communication skills and attention to detail. Associate Computer Technicians repair end user devices (e.g., Chromebooks, iPads) and help maintain corporation computer systems and networks. They advise users on appropriate and effective use of technology equipment in the learning environment. Successful Associate Computer Technicians have broad knowledge of computer software and hardware as well as networks, operating systems, and audio/video equipment. The technology department's fundamental goal is to optimize the role of technology within the educational environment.

Performance Responsibilities:

1. Technical Support
 - Provide responsive end user support.
 - Independently troubleshoot and resolve issues promptly.
 - Escalate and transfer work orders to department colleagues as appropriate.
 - Deploy and repair end user devices a timely manner.
 - Manage and track building technology inventory, including disposal of obsolete equipment.
2. Technical Leadership
 - Actively solicit input from end users to improve technology systems and support.
 - Assist staff with new and existing technology, demonstrating potential uses.
 - Assume ownership of building equipment and improve the overall technology environment.
 - Generate a high level of end user customer satisfaction.
3. Professionalism
 - Model professional, ethical and respectful behavior.
 - Effectively communicate with building and department staff.
 - Develop positive and collaborative relationships with colleagues, building administrators and instructional staff.
 - Create an open, visible and accessible technology support environment.

- Engender climate of trust by approaching tasks diligently and honestly.
- Provide constructive feedback to both colleagues and end users.
- Demonstrate reliable and punctual attendance, aligned with required work hours.
- Facilitate adherence to MSDLT policies and procedures regarding technology resources.
- Adhere to corporation and school policies and procedures, as well as applicable state laws.
- Maintain thorough logs, lists and documentation of required repairs and maintenance.
- Quickly and diligently follow directives from building administrators, CTO, supervisor and/or senior technology staff.
- Reflect on personal job performance and identify opportunities for improvement.
- Perform other related duties as required.

Preferred Knowledge Areas and Skills

- Personal computer hardware, software and operating system installation and maintenance (e.g, Chrome OS, iOS, Windows)
- Wired and wireless networking
- Other technologies, such as:
 - Printers, copiers and fax machines
 - Interactive display panels
 - Document cameras