



METROPOLITAN SCHOOL DISTRICT OF LAWRENCE TOWNSHIP

POSITION ANALYSIS

- Title:** Information Technology Technician Tier 1
- Reports to:** Chief Technology Officer (CTO)
- Qualifications:** CompTIA A+ (Required)
Significant experience with Windows
CompTIA Net+ (Preferred)
- Job Summary:** Tier 1 Technicians install and maintain corporation computer systems and networks. They advise users on appropriate use of technology equipment and aim for the highest functionality with minimal impact on the learning environment. Successful Tier 1 Technicians have thorough knowledge of computer software and hardware and a variety of software applications, networks, operating systems, and audio/video equipment. Tier 1 Technicians also have effective troubleshooting abilities, communication skills and attention to detail. The technology department's fundamental goal is to optimize the role of technology in the educational environment.

Performance Responsibilities:

1. Technical Support
 - Provide responsive end user support.
 - Independently troubleshoot and resolve issues in a timely manner.
 - Escalate and transfer work orders to department colleagues as appropriate.
 - Deploy and/or install new equipment in 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. Planning
 - Contribute to technology department planning, goal-setting, and decision making processes.
 - Support building-level testing and assessment administration.
 - Set up for and attend building events requiring technology.
 - Represent technology department at relevant construction meetings and complete associated projects.

- Prepare for and execute building-level technology elements of safety and disaster recovery plans.
4. 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 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, Windows, Mac OS X, Chrome OS)
- Wired and wireless networking
- Software installation, configuration and maintenance
- Personal computer imaging solutions and remote management (e.g., SCCM)
- Other building-based and instructional technologies, such as:
 - Internet-based phones (e.g., VoIP)
 - Printers, copiers and fax machines
 - Interactive display panels
 - Document cameras
 - Cash registers and point-of-sale software
 - Television studio and video production equipment
 - Closed circuit television (CCTV) and video distribution software
 - Public address and audio/video systems
 - Door access systems
 - Environmental systems (e.g., HVAC)
 - Uninterruptible power supplies (UPS) and battery backup systems
 - Library information system
 - Bus routing and transportation system