



Job Title: Technology Support Technician
Department: Technology Department
Reports To: IT Field Support Manager
FLSA Status: Non Exempt
Salary Schedule: MN lane 03

SUMMARY

The Technology Support Technician provides support for all schools by responding to work requests submitted by school administration and staff. This includes installing software, configuring computers, and troubleshooting programs, printers, networks, and associated systems by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES may include the following. Regular, reliable worksite attendance and timeliness is an essential job function to perform the essential duties and responsibilities of the position. While this job description attempts to outline all essential duties of the position, the description is not a contract and the job functions are subject to change at the organization's discretion. Other duties may be assigned.

Troubleshoots all current operating systems.

Installs a variety of system and operational programs. Installs and troubleshoots hardware as necessary.

Sets up network configurations and printers, and troubleshoot setup problems on District computers.

Instructs district employees on basic use of software tools like operating systems, Microsoft Office, Google Apps, and cloud based utilities.

Provides support for and trains users in network, web browsing email, websites, databases, SAAS and other systems.

Maintains network stability by coordinating with the network and security team to reset or replace routers, switches, DHCP appliances and other network devices.

Prepares and maintains documentation identifying support provided, training, system configurations, and other documentation as required.

Maintains and fills support tickets through the ticket work order request system. Closes tickets upon completion with descriptive updates.

Assists and troubleshoots student information system for teachers and school staff members.

Responds to Help Desk requests by answering software questions and providing information and answering hardware questions and providing information.

Coordinates and organizes tech requests by helping in creating requests.

Maintains records on technology equipment placed in schools to include:

- inventory (location, serial numbers, model names and numbers, age)
- repair status and information
- reassigning equipment within the building or district
- maintaining information needed for school technology budget purposes

Communicates with cone sites Technology Support Advocates if there are needs for new technology in a building or location.

Provides principals with reports on the status of school level technologies.

Works with other technology support and cone site and district level technology personnel on major technology projects.

Attends and participates in district level technology training, collaboration and meetings.

Coordinates with and reports to the IT Field Support Manager.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

KNOWLEDGE, SKILLS, ABILITIES, AND QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must demonstrate an acceptable level of maturity, good judgment, and emotional stability.*

Preference is given to candidates with a usable understanding of school related technologies such as projectors, interactive white boards, document cameras, word processing, spreadsheet and presentation applications. Additionally, an understanding of Web or graphic design, use of digital cameras, database creation and use, CAT 5 wiring, and wireless networking, is preferred.

Candidates must be very familiar with current operating systems, office suites and Google Apps for Education

Ability to read, write, and communicate effectively in English at a level required for successful job performance. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of employees of the school district.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Ability to apply common sense understanding to carry out essential duties of this position. Ability to carry out instructions furnished in written, oral, or diagram form. Ability to troubleshoot and solve problems involving concrete variables situations. Ability to define problems, collect data, establish facts, and draw valid conclusions.

Must be able to drive to assigned schools throughout the day.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree is required.

Additionally, candidates must have at least one year of related experience and/or training in software installation, network setup, printer setup and troubleshooting. Candidates must have at least a basic understanding of TCP/IP addressing and access.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have and maintain an active Utah Driver’s License. Must complete Utah Risk Management Defensive Driver training every two years. (Utah Code R31-1)

PHYSICAL DEMANDS *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, use fingers and hands to handle, reach with hands and arms, and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to stoop, kneel, crouch, crawl, climb, or balance. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Prepared By: Technology & Media Director II		Date: 6/26/2015	
Approved By: Executive Director, Human Resources		Date: 8/25/2015	
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: HR Position Management Specialist	Date: 5/2/2016
<input type="checkbox"/> Review	<input checked="" type="checkbox"/> Revised	By: Director of Operations & Security	Date: 9/11/2023
<input type="checkbox"/> Review	<input type="checkbox"/> Revised	By:	Date:
<input type="checkbox"/> Review	<input type="checkbox"/> Revised	By:	Date:

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT:

By signing below, I acknowledge that I have received a district approved position description for my current position. I understand it is my responsibility to review the position description and direct any questions regarding the position description to my department supervisor or the Human Resources Department.

Print Name:	Date:
Employee Signature:	