

Jordan School District
EDUCATION SUPPORT PROFESSIONAL JOB DESCRIPTION

Job Title: **IT Support Technician (V21)**

Job Family: 06

Department: Information Systems

Lane Placement: **10**Supervisor's Title: Director of Information Systems
Support Services Manager

Contract: 242 Days

FLSA Classification: Non-Exempt

Hours per Day: 8

Original date: 07/95 Revised: 03/09 Revised: 03/11 Revised: 10/16 Revised: 01/19Revised: 07/24 Revised: _____ Revised: _____ Revised: _____**GENERAL FUNCTION**

Under the supervision of the support services manager and lead technician, the **IT Support Technician** is responsible for providing building-wide technical support in all assigned locations. Responsibilities include installation and set-up of individual computers and networked labs, installation and set-up of software and documentation preparation. Provides training, assistance and troubleshooting for all aspects of user reported technical problems. Such support includes technology based instructional systems in labs, media centers, classrooms and administrative office systems.

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

ESSENTIAL FUNCTIONS

- Act as a Level II technician to troubleshoot and maintain all technology and related systems including hardware, software, peripheral devices, etc. Visit assigned school(s) and locations on a regular basis.
- Provide in-person and remote technical support, training, and assistance to District personnel in assigned schools/buildings.
- Install and configure individual computers, computer labs, software, peripheral devices, etc. Coordinate, maintain, troubleshoot and ensures basic connectivity and communication to the network, wireless security management system, and/or server, as needed.
- Provide training, assistance, troubleshooting and resolution to all aspects of user-reported technical problems at assigned facilities. Prioritize work, maintain records to track and update technical repair requests, provide follow-up and escalate problems to appropriate higher level, as needed.
- Conduct training for teachers and other personnel in proper use of an individual computer system or computer lab (e.g. instructional and productivity software, print servers, file servers and the management system).
- Assist with server, wired network and wireless network installation, basic level setup, configuration, maintenance, and technical support.
- Assist in tracking hardware, software, and applicable licensing information; address software licensing issues, as needed.
- Perform back-up and retrieval processes for assigned area as needed.
- Research and recommend technology needs, evaluates old technology and determines technology replacement options.
- Prepare troubleshooting and support documentation to assist teachers and other school staff in solving problems in the labs, classrooms, media center and offices related to their technology needs.
- Travel throughout the District as needed. Will use own transportation to travel to locations.
- Plan and implement technology projects as assigned.
- This position requires punctual and regular daily attendance at assigned location.

NON-ESSENTIAL FUNCTIONS

- Assist with the maintenance of technical support team and/or school websites.
- Keep current on hardware and software technology. Attend trainings and meetings as approved.
- May serve on related school technology committees as requested.
- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal background check.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Job Qualifications:

- Requires a High school diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be requested.
- Requires an Associate's Degree with successful completion of courses in computer repair, electronic technology, computer information systems or equivalent areas of study PLUS two years of successful related job experience or an equivalent combination of education and experience.
- Must successfully complete in-house (or other) training in instructional technology to become competent in the installation and servicing of administrative and education specific software.
- Must be proficient and skilled at analyzing, diagnosing and repairing personal computers, terminals, networks, and computer peripherals.
- Requires proven skill in set up, maintenance, troubleshooting and repairing network problems, both hardware and software.
- Must demonstrate competence in reading, writing and math.
- Requires knowledge and ability with spreadsheets, word processing and databases.
- Requires proficiency in document development and maintenance.
- Requires ability to resolve many user problems daily and make recommendations to supervisor regarding systems, software, and equipment.
- Requires strong interpersonal skills. Interacts with teachers, department staff, District administrators, principals and school and office staff.
- Requires ability to handle stress of emergencies where deadlines are involved.
- Must be self-motivated and proactive in completing tasks with minimal direction.
- Required to travel to District schools or other locations using own transportation.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

Machines, Tools & Equipment Used:

- Standard office machines and equipment, computer hardware and software, printers, servers, and related peripheral equipment.

Physical Requirements – Not limited to the following:

- Frequent carrying up to 30 pounds and lifting from floor to waist of up to 40 pounds. Occasional floor to shoulder lift up to 70 pounds and gripping up to 60 pounds.
- Frequent crawling, driving a vehicle, fine motor dexterity.
- Occasional kneeling up to one hour and using hand tools.
- Occasional, continuous typing and using a mouse up to five hours.
- Occasionally required to climb a ladder.

- Occasional (0-33%) Frequent (34-66%) Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

NOTE: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.*