

Cape Girardeau Public School District No. 63

Job Description

Job Title: Technology Support Technician

Terms of Employment: 12 month contract; 260 days

FLSA Status: Non-Exempt

Reports to: Technology Engineer Coordinator

Brief Description of Position:

The Technology Support Technician will be responsible for assisting Cape Central High School and Technology Department with technical support of district-provided mobile devices, desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines.

Qualifications:

- Bachelor's degree in technology-related area of study or equivalent work experience in technology-related field
- Excellent oral and written communication skills
- Skills in human relations, leadership and conflict management.
- Demonstrates skills of Windows XP through 8, Google Apps, Microsoft Office, Windows Server, DHCP, Group Policy, Print Management, Remote Desktop, Active Directory User Management, and Deployment Services
- Possesses strong networked systems and troubleshooting skills
- Ability to work independently and manage multiple tasks under deadlines.
- Possesses the willingness to learn new skills as well as technological proficiency.

Essential Functions and Duties:

- Provides help desk support for walk-ins and work order tickets, primarily at Cape Central High School.
- Assists staff with the installation, configuration and ongoing usability of district-provided mobile devices, desktop computers, peripheral equipment and software within established standards and guidelines.
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Works with help desk and network operations staff as appropriate to determine and resolve problems received from clients.
- Trains and orients staff and students on use of district-provided mobile devices and hardware and software.
- Recommends and/or performs upgrades on systems to ensure longevity.
- Works with procurement staff to purchase hardware and software.
- Assesses functional needs to determine specifications for purchases.
- Works with Technology Department during summers and school closed days with departmental projects.
- Occasionally assists Instructional Technology Specialist at high school with training and one-on-ones.

Hazards:

For some buildings, stairs, and exposure to communicable diseases may be a potential hazard. In science labs, there could be exposure to chemicals and fumes. Equipment that supports classroom instruction could be potentially hazardous under certain conditions. Travel between schools will cause exposure to hazardous driving and walking conditions.

Physical Demands/Environmental Factors:

- Ability to work in a climate controlled building, as well as in inclement weather.
- Ability to stand, walk, and move around for long periods of time.
- Ability to see and read, with or without vision aids, a computer screen and printed matter, and to distinguish colors.
- This position requires hand-eye coordination.
- Sufficient hearing to understand speech at normal room levels, and to hear and understand speech on the telephone.
- Manual dexterity to operate a telephone and enter data into a computer using both hands.
- Ability to communicate, effectively and efficiently with sufficient volume to be heard in normal conversation, on the telephone, and addressing groups.
- Ability to exert up to 35-40 pounds of force to lift, carry, push, pull, or otherwise move objects.
- Able to climb ladders and get into the ceilings.
- Ability to travel between multiple locations.

The above statements are intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. The Board of Education and Administration and/or supervisor have the right to add or change duties at any time.

This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

Approved by: _____ Date: _____

Reviewed by: _____ Date: _____
Human Resource Coordinator

Reviewed August 2013