Position Title:	**TECHNOLOGY SERVICES TECHNICIAN II**
Contract Term:	12 months per year
Salary Range:	26

GENERAL DEFINITION:
Provides technology support, maintenance, and monitoring of the District's technology systems and peripherals; troubleshoots and resolves network and peripheral problems; and performs related duties as required or assigned.

UNDER SUPERVISION OF:
Director of Technology and Information Systems

ESSENTIAL DUTIES AND RESPONSIBILTIES:
1. Installs, configures, maintains, upgrades, and troubleshoots district approved operating systems and local and server-based application software;
2. Installs, configures, maintains, manages, upgrades, troubleshoots, and repairs district approved computers, peripherals, and other technology related devices and equipment;
3. Troubleshoots network, server, computer, peripheral, and software problems while seeking assistance from the Network Engineer when necessary;
4. Provides primary support for the district office;
5. Assists the Network Engineer with intermediate networking issues including patch and station cabling and other LAN equipment.
6. Provides secondary support for software deployment packages;
7. Provides secondary support of warranty repair processes;
8. Installs, configures, maintains, manages, upgrades, and troubleshoots desktop management software;
9. Performs work related assignments at various district sites remotely and on-site;
10. Provides a positive customer service oriented level of support for district technology users;
11. Adheres to and enforces technology policies, rules, and regulations;
12. Provides secondary support of district mobile devices and equipment;
13. Provides secondary support for district telephony including Voice over Internet Protocol (VoIP);
14. Provides technology support, handling inquiries, and making referrals to specialists when appropriate;
15. May provide training for district computer users;
16. Participate in staff meetings, workshops, conferences, and classes;
17. Other related duties as assigned.

QUALIFICATION REQUIREMENTS:
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 essential functions.

EDUCATION AND/OR EXPERIENCE:
Any combination of education and experience equivalent to an associate's degree in computer science, information technology, or a related field, plus three years of progressively more responsible educational work experience with special emphasis in computer technology and its applications. Can demonstrate knowledge of principles, concepts, and methods of applicable computer technology and its most effective and efficient utilization; good knowledge of, or ability to quickly learn, instructional technology requirements; knowledge of standard computer operating systems and the software used in a network environment; knowledge of two or more computer and network

operating systems, and proficiency at standard desktop and communications applications and protocols; and ability to communicate effectively, both orally and in writing. Network + and A+ certification highly desirable.

OTHER SKILLS AND ABILITIES:
Ability to operate a computer and related software. Ability to communicate clearly and concisely, both orally and in writing and the ability to interact positively with schools and community. Ability to handle a multitude of responsibilities with minimal supervision. Possession of an appropriate, valid motor vehicle operator's license and proof of insurance. Basic computational skills.

LANGUAGE SKILLS:
Ability to read and interpret documents such as operating and maintenance instructions, and procedure manuals.

REASONING ABILITY:
Ability to understand and to carry out detailed written, oral, and technical instructions. Ability to define problems, collect data, establish facts, and draw valid conclusions.

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 essential functions.

The employee must be able to:
- Lift and/or move up to 50 pounds such as technology and networking equipment.
- Push or pull items such as furniture and equipment.
- Interact with other staff members.
- Climb a step stool or ladder and reach above shoulders.
- Sit or stand for extended periods of time.
- Squat, stoop or kneel.
- Reach above the head and reach forward.
- Stand, walk, use hands and fingers to handle, or feel objects, tools, or controls; use hand strength to grasp tools; and to talk and hear.
- See up close, have color and peripheral vision, have depth perception, and the ability to adjust focus.
- Frequently bend or twist at the neck and trunk.

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 regularly works indoors in office and school environments and will occasionally work outdoors. The employee must be able to meet deadlines with severe time constraints. The noise level in the work environment is usually moderate.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned.