

Masconomet Regional School District

Work Performance Standards

Title:	Information Technology (IT) Technician
Date of Standards:	September 8, 2016
Position Category:	Hourly
Reports to:	MIS Director
Work Year:	Part – time, 12 - month position
Hourly rate:	\$22-25/hour
Part Time:	Approximately 4 - 5.5 hours per day, Monday – Friday, day time hours.

Summary Description

The technology technician maintains computer hardware, software and systems as well as fulfills technical support requests for staff in the school district. The skill set required to perform the job includes the ability to operate, support and troubleshoot problems on servers and desktops, mobile devices, network equipment, A/V equipment, and phone and peripheral equipment. In addition, technicians must possess strong troubleshooting and reasoning skills, a working knowledge of operating systems as well as productivity, educational and operational software and systems. An important part of the technician's role is to help staff improve their understanding of hardware and software, create documentation/training resources, and train users while in the field. The position relies on a great customer service attitude, team collaboration, enthusiasm and flexibility as well as the needed skills and aptitude.

Qualifications:

- Associates degree in a related field or equivalent applicable training and certifications
- Ability to multi-task effectively in a fast-paced, professional environment
- Strong organizational skills and detail oriented
- Excellent customer service skills with focus on effective solutions and positive interactions
- Exceptional troubleshooting ability, logic and reasoning to work through technical issues
- Self-starter able to work independently, create processes and solutions and documentation
- Experience working in a team environment but can also work independently as a member of a professional technical department
- Strong aptitude for, and experience with, technology of all kinds, a passion to learn systems, hardware and software, and the initiative to gain mastery of using and supporting technology quickly
- Experience managing phone and in-person tech support in a customer focused manner
- Ability to produce a large volume of work using technology systems of efficiency like management tools, imaging and remote access tools, and providing fast, effective, lasting technology solutions
- Ability to lift, move, and/or transport equipment and boxes safely that weigh up to 40 lbs

Technology Support:

1. Perform technology hardware preparation, deployment, training, support, and maintenance for equipment including but not limited to servers, switches, appliances, desktops, displays, printers, telecommunications, mobile devices, audio/visual, Wi-Fi, and all number of peripherals.

2. Perform software preparation, deployment, training, support, and maintenance for educational and technology software products such as the Windows and Mac operating systems, the Microsoft Office productivity suite, Google Apps, content and spam filtering, mobile device management, network operations management, imaging suites, student information system, learning management system, and curriculum specific software.
3. Participate in the online help desk system, take ownership of tickets, collaborate with the helpdesk and other technicians, and provide effective and friendly solutions by phone and/or in person to a staff of teachers and administrators, and a student body.
4. Add knowledge to a team of IT professionals with troubleshooting tools, documentation, systems of organization, and skill-set experience.
5. Setup/break down Audio Visual solutions for events around the school, such as meetings, presentations, etc. Check the calendar and schedule events
6. Assist and train staff to use software applications and educational technology resources, as well as proper network and Internet use
7. Keep current with technology skills, industry trends, regulatory changes, software, etc.
8. Collaborate with a team of support technicians and the director of MIS on break/fix solutions and longer-term projects, and consistently work to improve systems operations.
9. Other projects and assignments as requested by the Network Administrator or IT Director.

IT Technician

Date

Information Technology Director

Date