

USD 313 EDUCATIONAL SUPPORT STAFF JOB DESCRIPTION

POSITION TITLE: **SENIOR TECHNOLOGY TECHNICIAN**

SUPERVISOR: Technology Director

PAYMENT RATE: According to Board Policy

CLASSIFICATION: Non-Exempt

QUALIFICATIONS:

1. High School diploma or equivalent
2. Extensive experience or training on applicable hardware and software
3. Extensive experience with inventories and asset management
4. Maintain current TB testing as required by Health Department regulations

ESSENTIAL FUNCTIONS:

1. Perform computer setup, advanced maintenance tasks, troubleshoot, and repair of computer systems and peripheral equipment for the purpose of keeping equipment functioning properly.
2. Disassemble, repair, and maintain all hardware as required to maintain proper functioning.
3. Test and update computer hardware and software installations for the purpose of keeping technology running efficiently.
4. Maintain and control adequate quantities of spare parts and additional software to meet system and district requirements.
5. Recommend, test, and order hardware/software as required to maintain the reliability of district equipment at a high level.
6. Maintain and adequately control hardware/software licensing and inventories as required by the manufacturer and the district inventory policies.
7. Provide information and recommendations for new hardware systems and software requirements as well as compatibility issues and resolutions as required by district staff.
8. Provide required training for new personnel on hardware maintenance and installations, proper software setup and function testing, and basic diagnostic testing procedures.
9. Provide instruction in procedures for hardware replacement and shipping as well as warranty documentation and proper disposition of obsolete and no repairable hardware.
10. Ensure all equipment is properly and adequately packaged and transported within and outside property for the purpose of avoiding warranty issues and keeping all equipment functioning.
11. Address problems and issues at the highest level of support. This includes service that requires extensive technical experience/training to avoid excessive response time, repair time, lack of parts, or any other issue for the purpose of providing excellent customer satisfaction.
12. Represent the school district in a professional and business-like manner and communicate effectively with staff and students when responding to basic technical question or requests for information for the purpose of providing excellent customer service.
13. Analyze and resolve technical problems for established networks for the purpose of keeping maximum up-time.
14. Work as a team member with other technical staff members, to ensure timely response and problem resolution to end users for the purpose of providing excellent customer service.
15. Ensure the information being processed, stored, or accessed by the network maintains confidential for the purpose of ensuring secure data.
16. Stay current on all production operating systems and basic applications to keep up with the increased demands of Information Technology.
17. Provide proactive communication and notification to staff of pending or upcoming problems, outages, or other services issues in order to provide courteous and timely service to staff.

18. Maintain a high level of confidentiality regarding student and staff information in order to remain in compliance with legal requirements and to maintain a professional work environment.
19. Perform other duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

PHYSICAL REQUIREMENTS/ENVIRONMENTAL CONDITIONS:

1. Requires physical exertion to manually move, lift, carry, pull or push heavy objects or materials.
2. Regular stooping, bending or reaching.
3. Requires prolonged sitting or standing, and use of equipment including repetitive motions and computer eye fatigue.
4. Must be able to work independently without continuous supervision.
5. Must occasionally work in noisy and crowded environments, with numerous interruptions.
6. Requires regular attendance and physical presence at the job.

TERMS OF EMPLOYMENT: At will

PERFORMANCE REVIEW:

Performance effectiveness evaluated in accordance with Kansas Statutes and Board of Education Policy.

APPROVED: 12/11/2017