

PLAINFIELD PUBLIC SCHOOLS

Job Description

TITLE: Computer Technician

QUALIFICATIONS:

1. **Education/Certification:** High School diploma or equivalent plus two years of education desired. Certification in technology repair (**A+ certification desired**) and/or equivalent job experience required.

2. **Special Knowledge/Skills:**
 - a. Knowledge of Windows, Mac and other operating systems used within the school.
 - b. Knowledge of basic computer hardware and peripherals.
 - c. Basic knowledge of educational and business software applications in order to support school staff and students:
 - Microsoft Office Suite
 - Common open-source software applications
 - Common Internet Browsers
 - E-Mail software (MS Outlook)
 - Common multimedia software applications and tools
 - d. Knowledge of basic networking concepts, devices and security.
 - e. Knowledge of imaging software and procedures (SCCM preferred).
 - f. Ability to communicate verbally and in writing.
 - g. Ability to work with people and provide great customer service.
 - h. Ability to work independently in solving problems as well as a team member.

3. **Experience:** Demonstrated aptitude or competence for successful fulfillment of assigned performance responsibilities.

REPORTS TO: Business Manager

JOB GOAL: The school Computer Technician responds to help desk tickets, phone calls, emails and will be the first level of support for all Break/Fix technology hardware, software, network and possibly server related problems. The position will also require skills of being a self-starter and self-guidance to the technology needs of the school.

Job Description

Computer Technician (continued)

PERFORMANCE RESPONSIBILITIES:

The duties of the Computer Technician will include but not be limited to the following:

1. Install, configure and upgrade computer hardware, peripherals and software.
2. Diagnose, repair and maintain hardware, peripherals and software systems.
3. Provide technical support to school staff and school sponsored technology provided to students.
4. Effectively interact in a professional and courteous manner with school staff and students.
5. Ability to identify urgency and set priorities to be able to respond to meet school staff needs and established school learning objectives.
6. Make recommendations for the technology budget including upgrades, repair and replacement cycle.
7. Work with and help coordinate service contract with outside vendors.
8. Inform Network Manager of technology related problems and issues that arise within the school.
9. Maintain up-to-date accurate records for inventory and repair/maintenance work performed within the school/town.
10. Perform preventative maintenance on school technology equipment.
11. Provide technology assistance to staff and students for support of student centered learning.
12. Perform other relevant duties as identified that support the mission and vision of the Plainfield Public Schools.

WORKING CONDITIONS:

Mental Demands: calculating, comparing, editing, problem-solving, evaluating, interpreting, organizing, consulting, analyzing, planning, designing, documenting, specifying, coordinating, implementing, presenting.

Physical Demands: sitting, standing, climbing stairs, adjusting, connecting, lifting (to 50 lbs.), bending, keyboarding, pulling, pushing, carrying, writing, walking, and operating equipment.

Environmental Conditions: inside, working around moving objects, working alone.

TERMS OF EMPLOYMENT: Twelve-month year, 25 hrs. per week. Compensation in accordance with recommendations established by the Superintendent of Schools.

Job Description
Computer Technician (continued)

EVALUATION: The basis of the evaluation will be the extent to which the performance responsibilities of the job are successfully handled and the extent to which yearly action plans and job goals are met. The Business Manager and Network Manager will perform the evaluation.

NOTE: The above job description reflects the general requirements necessary to describe the principle functions or responsibilities of the job identified and shall not be interpreted as a detailed description of all work requirements that may be inherent in the job, either at present or in the future.