

BLEDSOE COUNTY SCHOOL SYSTEM

JOB DESCRIPTION: DISTRICT TECHNICIAN

Revised 7/1/17

GENERAL STATEMENT OF JOB : Under general supervision, the district technician (DT) performs a variety of technical and maintenance tasks. DT is expected to assist the Director of Schools, Director of Technology, and/or any other administrator to maintain all computer equipment in good working order, independently solve most problems, report maintenance needs, and perform installations, etc. DT works primarily in the tech work areas, computer lab, but may also provide on-going support for teachers or students in the classroom. Although not responsible for delivering instruction, the DT may assist students or staff in the computer lab. Tasks may include scheduling distance learning activities, inventory control, software licensing, and tracking equipment. Two District Technicians are responsible for maintaining technology in all schools and central office and will report to the Director of Schools, Technology Director, and Principals, when requested.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Ensure computers and related equipment in the school are working properly; arrange for needed maintenance.
- Troubleshoot problems with computers and other equipment; may independently solve minor problems or seek assistance from appropriate technical professionals.
- Assist users with Skyward, SchoolStation, School Messenger, Alexandria, Deep Freeze, Brainpop, web pages, etc., as needed.
- Receive installation requests from building technicians via SchoolStation, perform installation/updates of computer software and hardware.
- Assist in maintaining a complete inventory of computers and related hardware.
- Provide timely resolution of computer problems by repairing equipment, meeting the specific need, or seeking assistance from professional (within 24 hours of first reported issue).
- Perform data retrieval, maintain adequate software licensing, and protect copyright guidelines, as required.
- Assist with tracking and controlling the relocation of equipment to school personnel.
- Responsible for/keep track of all tools and equipment assigned to DT.
- May assist with ordering supplies and identifying correct equipment, as needed.
- Perform other related work, as required.

MINIMUM TRAINING AND EXPERIENCE : High School diploma or GED mandatory and adequate computer certification preferred. Two years of computer, related experience required.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM JOB

Physical Requirements: Must be physically able to install and operate a variety of equipment. Must be able to carry, move, and install equipment.

Interpersonal Communication: Requires the ability to speak, exchange information, receive instructions, assignments, and/or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, forms, journals, etc. Requires the ability to prepare correspondence, forms, records, etc., using appropriate format.

Intelligence: Requires the ability to apply rational decision-making skills, solve practical problems, and deal with a variety of situations where critical thinking skills are needed; interpret instructions furnished in written or verbal form.

Verbal Aptitude: The ability to: record and deliver procedures, follow oral and written directions, use standard English, comply with all board policies, refrain from inappropriate conversation, and work diligently to remain on task at all times. Must be able to deal with all individuals, perform under stress, and relate to students/staff/etc. patiently at all times. Must be able to communicate via email, telephone, fax, text, or any online format. Must be able to present to or train staff, as requested.

Appearance: Employee will represent the Bledsoe County School System at all times, in appearance and actions, including professional dress and proper communication with all those in contact with.

KNOWLEDGE, SKILLS AND ABILITIES

- Working knowledge of computers and related, instructional technology devices
- Working knowledge of software packages utilized in the school system
- Working knowledge of equipment circulation procedures of the school
- Ability to troubleshoot most problems with computer equipment
- Ability to maintain lists, logs, and records, and submit on time

I UNDERSTAND THAT:

- *I am a salary employee with the expectation that I work additional hours, if needed, to complete my job responsibilities*
- *I must submit travel claims monthly to get reimbursed.*
- *I must submit the proper form to report days absent, vacation days, training days, etc. w/i 24 hours upon returning to work.*
- *I am currently responsible for the following schools: _____, _____, _____, (as agreed upon by my co-DT), but I will help with other responsibilities, as requested.*
- *I am expected to share my daily schedule with the Director of Technology each morning via text, call, or in person.*
- *I am expected to come to the BOE no less than three (3) times per week to “check in”, pick up supplies/equipment, repair tech issues, etc.*

Signature _____ Date _____

DISCLAIMER

This job description is designed to give a general description of the position of district computer technician. It is not designed as a comprehensive inventory of all duties, responsibilities, and qualifications required for this position. The Bledsoe County School System does not discriminate on the basis of race, color, national origin, sex, disability, or age in its sports, programs, or activities.