

**BLEDSOE COUNTY SCHOOLS**  
**Job Description for: Building Tech Supplement**  
**Effective July 1, 2010 (updated 7/1/17)**

**NATURE OF WORK**

An employee in this position performs tasks to aid in the ongoing support of teachers and students using computers/mobile devices in K-5, 6-8, and 9-12 classrooms. The employee provides hardware and software support to teachers including, but not limited to: data back-ups, troubleshooting printers and other equipment malfunctions, help staff with understanding new software/Skyward, quarterly cleaning projectors, maintaining building equipment/labs, weekly checks on labs, replacing equipment, as needed. The employee may assist in the download of software applications for users, generate reports, and assist in data/grading retrieval. Tasks also include troubleshooting problems, such as logging on to computer systems or software, logging into employee accounts, printing malfunctions, requesting general maintenance needs, or routine error messages. In some cases, the employee will research appropriate manuals or websites to find answers. If standard techniques do not resolve the situation, the employee will seek assistance from the appropriate district technician or technology coordinator.

**EXAMPLES OF WORK**

- Ensure teachers know how to use available software and hardware, including training and technical advice.
- Ensure all technology equipment is working properly.
- Perform disk backups, as required.
- Evaluate hardware and software, make purchase recommendations, install as needed.
- Train users in use of equipment & use of SchoolStation to report needs/problems.
  - Provide support, as needed, to all staff in maintaining web pages.
- Train and assist all teachers, coaches, and club leaders in the creation of pages and encourage regular weekly updates of the same.
- Provide timely resolution of computer or web page problems by providing answers or referrals (within 24 hours of first request).

**KNOWLEDGE, SKILLS AND ABILITIES**

- General knowledge of computers.
- General knowledge of related information technology devices.
- General knowledge of software packages utilized.

- ❑ Specific knowledge of the SchoolinSites' web hosting system & SchoolStation usage.
- ❑ Specific knowledge of the current student management system.
- ❑ Ability to communicate effectively with users to determine the nature of problems.
- ❑ Ability to train teachers in the use of hardware, software, web pages.
- ❑ Ability to establish and maintain effective working relationships.
- ❑ Ability to solve independently most minor problems.
- ❑ Provide technology update information to students, parents, and staff, as needed.
- ❑ Provide monthly maintenance logs/records via SchoolStation to the Technology Coordinator.

### **SUGGESTED TRAINING AND EXPERIENCE**

Must be a current, professional employee of Bledsoe County Schools, employed at specific location seeking building technician. Willing to use planning period, pre or post school hours to complete needed maintenance, installations, web site assistance, and other specific job skills. General knowledge of the particular software or systems supported is required. An equivalent combination of training and experience that provides the required knowledge, skills, and abilities for the position is necessary. Willingness to attend technology trainings, staff development sessions, and assist with local in-service/staff development, as requested.

This specification is designed to provide a general description of the level of work found in positions of this nature. It is not intended to contain all duties and qualifications required of an employee in this position.

**\*SPECIAL NOTE\*: If the building technician chooses not to be school webmaster, this position may be divided into two positions: one school technician (80%) and one school webmaster (20%), thus a division of the supplement, as well.**