



Simpson County School District

JOB/ POSITION DESCRIPTION

Position Title: Information Technology Technician
Department: District Office/ Office of Technology
Reports to: Director of Technology
Status: Classified

JOB GOAL: Under the general supervision of the Director of Technology, this position provides an operational digital device environment in order to facilitate the efficient and effective use and integration of technology in the district's administrative and educational processes to help increase administrator, teacher, and student knowledge of technology and its appropriate use as a learning tool.

QUALIFICATIONS:

1. High school diploma required, associates, or bachelor degree in technology-related field preferred
2. Experience implementing, troubleshooting, and maintaining end-user digital devices
3. Basic knowledge of DHCP and networking principles
4. Must have excellent written and verbal communication skills
5. Familiarity with switches and VoIP preferred
6. A+ and/or Net+ certifications preferred

Knowledge of:

1. Operational knowledge of end-user operating systems and hardware
2. Strategies for troubleshooting technology devices and digital environments
3. Network cabling and termination along with connectivity testing
4. Digital device imaging and software deployment processes
5. Operational knowledge of VoIP systems and end-user devices
6. Operational knowledge of basic wireless networking and equipment

Ability to:

1. Set-up, install, and maintain district computer systems.
2. Recommend and/or install workstation hardware and software upgrades
3. Setup, install, and maintain printers, computer peripherals, and their related software
4. Install and troubleshoot computer software while maintaining license requirements
5. Perform repair of computer hardware, printers, and peripherals, including acquisition of parts and maintaining service related records
6. Coordinate the annual cleaning and preventive maintenance of district computer and network equipment
7. Provide support to end users through their requests for services by troubleshooting site hardware, software and wiring problems
8. Provide basic training on the care and operation of district computer equipment and software as needed
9. Provide input as needed for school technology planning and network operation

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Such duties and responsibilities as may be assigned, including but not limited to:

- Responding to and troubleshooting help desk tickets
- Installing and troubleshooting network-based equipment in collaboration with Network Administrator
- Installing and troubleshooting software on end-user digital devices
- Troubleshooting local and network printing issues

- Implementing, configuring, and maintaining digital and technology-related devices
- Maintaining accurate and thorough documentation
- Perform basic duties and functions of an IT Technician for the District Office
- Demonstrates prompt and regular attendance
- Supports the Simpson County School District’s Mission, Vision, and Strategic Plan
- Performs other duties as assigned by the Superintendent

SUPERVISORY RESPONSIBILITIES: N/A

PHYSICAL DEMANDS and Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is continuously required to speak and listen for extended periods. The employee is also required to sit or stand for long periods, and regularly to move; use hands or fingers to handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must regularly lift and move up to 20 pounds, and occasionally lift and move up to 30 pounds. Specific vision abilities required for this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is further required to have the physical, mental, and emotional stamina to fully perform the duties and responsibilities of the position, and the mental acuity to collect, evaluate, and interpret data; to reason; to define problems; to establish facts; to draw valid conclusions; and to make effective judgments and decisions.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Simpson County Board of Education Policy on Evaluation of Professional Personnel.

EMPLOYMENT:

Twelve -month year; 240 days Salary based on the Simpson County School District’s Approved Scale.

APPROVED BY: SIMPSON COUNTY SCHOOL BOARD DATE: **April 8, 2021**

Reviewed and agreed to by: _____ Date _____