

Gahanna-Jefferson School District Position Description

Position Title:	Technology Technician
Reports To:	Director of Technology or Designee
FLSA Status:	Non-Exempt
Revision Date:	July 12, 2019

SUMMARY: The Technology Technician has responsibility for assisting District staff and students in the daily operation of computer devices, networks and audio/video systems. He/she will ensure a positive technology experience through strong technical and customer service skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Demonstrates sound judgement and emotional stability.
- Maintains a positive attitude and works well with others.
- Ensures the safety of students.
- Interacts with staff, students and the community in a positive and respectful manner.
- Participates in all phases of technological equipment repair services including maintaining the District's status/relationship with authorized services from vendors.
- Evaluates and installs patches and resolves related problems.
- Maintains inventory of all District technology resources including hardware and software.
- Possesses considerable knowledge of various systems best practices and implementations.
- Installs, configures, maintains and trouble-shoots assistive technology products and works directly with vendors and staff on supporting assistive technologies.
- Provides direct technical training and assistance to technical staff and to District staff and students.
- Maintains professional and technical certifications required to support daily operations, and actively engages in lifelong learning in this dynamic field in order to execute the functions of a Technology Technician.
- Other duties as assigned by supervisor and/or designee.

SUPERVISORY RESPONSIBILITIES:

- None.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- Associate degree in Computer Science or equivalent work experience with computer systems desirable.
- Three to five years of experience working with computers and networks.
- Experience in educational organizations is preferred.

CERTIFICATES, LICENSES, REGULATIONS:

- Valid Ohio driver's license and insured vehicle for onsite repairs.

SKILLS AND ABILITIES:

- Experience with break/fix repair, software troubleshooting, and hardware and software installation/upgrades. Competent to diagnose and repair hardware and software issues through logical troubleshooting in order to resolve issues quickly and accurately the first time.
- Experience with Windows (7, 10), Mac (OSX, IOS) Chrome OS, helpdesk software and workflows, Google Apps for Education, and other productivity and educational software.
- Experience with audio and video tools including projectors, monitors, document cameras and interactive whiteboards.
- Ability to set priorities and work well under pressure with attention to detail.

- Self-motivated with the ability to work with minimal direction.
- Must be well organized, have good oral and written communication skills, and a commitment to customer service.
- Such alternatives to the above as deemed appropriate by the Director of Technology and/or designee.

PHYSICAL DEMANDS: 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 may be required to lift up to 40 pounds without assistance.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

The employee shall remain free of any alcohol or non-prescribed controlled substance use in the workplace throughout his/her employment with the District. This prohibition includes being under the influence of improper substances and manifesting signs of recent use of improper substances.

This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed by the incumbent. The incumbent will be required to follow the instructions and perform the duties required by the incumbent's supervisor, appointing authority.

The Gahanna-Jefferson Public Schools Board of Education is an equal opportunity employer offering employment without regard to race, color, religion, gender, national origin, ancestry, military status, or disability.

My signature below signifies that I have reviewed the contents of my job description and that I am aware of the requirements of my position. A copy was given to me for my records.

Signature

Date

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.