

**TECHNOLOGY & INFORMATION SERVICES TECHNICIAN**

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**Purpose Statement**

Under the direction of the Director of Technology & Information Services, the Technology and Information Services Technician supports the development of sustainable systems and structures that build capacity within the district to improve technology enhanced office and instructional environments. This position facilitates technology innovation by supporting students, faculty, and staff with the technology tools required to make informed decisions, apply best practices, and communicate effectively.

**Essential Functions**

- Assists Director of Technology & Information Services, Technology Supervisor, and other administrative personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Communicates with other departments, administrators and outside agencies for the purpose of coordinating activities, exchanging information and resolving issues or concerns.
- Processes documents and materials (e.g. requisitions, schedules, purchase orders, incoming deliveries, agendas, mail, etc.) for the purpose of disseminating information and/or materials to appropriate parties.
- Develops and implements office procedures and creates office forms for the purpose of assuring complete and timely operations.
- Evaluates situations (e.g. involving other staff, students, parents, the public, etc.) for the purpose of taking appropriate action and/or directing to appropriate personnel for resolution.
- Maintains inventories of supplies and materials for the purpose of ensuring availability.
- Facilitates the district-wide 1:1 technology initiative through various processes and protocols at the site and district level (e.g. purchasing, repairs, insurance coverage and claims)
- Coordinates district procurement of technology through collaboration with divisions, departments, schools, faculty, and district staff.
- Supports the district and school sites in the deployment of devices, including receiving yearly technology refresh devices, placing devices securely on the district network, ensuring efficient update and distribution at the beginning of the academic year.
- Assists school sites with the processing of repairs and insurance including the end of year device collection and processing.
- Troubleshoots device malfunctions and escalates repairs to technology specialists when necessary.
- Attends a variety of meetings for the purpose of receiving and/or conveying information required for district operations.
- Performs record keeping (confidential and non-confidential) and general and program specific clerical functions (e.g. scheduling, copying, emailing, faxing, etc.) for the purpose of supporting the Technology & Information Services department.
- Files all insurance claims for the 1:1 program
- Performs general clerical duties such as filing, keyboarding and answering phones.
- Completes special projects and prepares various forms and reports on behalf of department administrators; attends to administrative details on special matters as assigned; performs varied duties related to the administrators' area of responsibility and assigned programs for the purpose of relieving the administrator(s) of a variety of secretarial and administrative details
- Implements the Technology & Information Services budget by processing requisitions, purchase orders, and correspondence with vendors.
- Other duties as assigned.

**Job Requirements & Skills**

**SKILLS** are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: device repair and maintenance; device and network troubleshooting; communicating with diverse groups; operation standard office equipment including utilizing pertinent software applications; preparing and maintaining accurate records; work independently and maintain high standards of services, including maintaining confidentiality.

**KNOWLEDGE** is required to perform the job includes: basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge is required to satisfactorily perform the functions of the job includes: business telephone etiquette and office methods and practices; foundational network concepts, function, and troubleshooting; computer hardware systems and software applications used by the district; materials, methods and tools used in the operation and repair of devices and network systems; inventory methods and practices; project management.

**ABILITY** is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; operate equipment using standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize specific, job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited to moderate. Specific abilities required to satisfactorily perform the functions of the job include: the ability to lift, carry, unpack, and move devices, computer equipment, and peripherals; perform skilled work in basic repair, maintenance, and upgrade of devices; provide technical assistance to district users; troubleshoot and repair system malfunctions; establish and maintain working relationships with others; use networked devices and district applications effectively; analyze situations and implement a course of action.

**Responsibility**

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing multiple departments; and determining the use of funds. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

**Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: Sitting for extended periods of time, occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling, significant fine finger dexterity, hearing and speaking to exchange information and make presentations. The job is performed under some temperature extremes and some hazardous conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Experience**

Job related experience with increasing levels of responsibility

**Certificates & Licenses**

None Specified

**Education**

High School Diploma

**Clearances**

DOJ/FBI Fingerprint Clearance  
TB Clearance

**Required Testing**

Successful Completion of Pre-Employment Process

**Supervision**

Director of Technology & Information Services

**Additional Qualifications**

Ability to travel to other sites/locations

**Salary Grade**

Range 29

**Continuing Education/ Training**

Training attendance at workshops as appropriate

**Work Year**

260 Days