

TECHNOLOGY SYSTEMS TECHNICIAN/COORDINATOR

REPORTS TO: Superintendent or Principal (s) (or other administrator) of Plentywood School District #20

UNIVERSAL OBLIGATIONS/EXPECTATIONS OF EACH STAFF MEMBER

It is the expectation of the District that each staff member will: (1) put the safety, health and well-being of students at the forefront of all actions, job responsibilities and decisions, and (2) undertake all duties in alignment with the District's Strategic Plan and mission/vision statements.

ESSENTIAL FUNCTIONS:

Assists in distribution, installation, and operation of the District's computer systems.

Reports major software and system malfunctions to superintendent or principal for purpose of maintaining efficient operation of network.

Confers with users regarding system operational malfunctions and determines corrective actions or steps to maintain functional computer network.

Travels to various rooms and offices in the building to provide training, troubleshoot equipment problems, and install new equipment.

Develops user guides and other user assistance items.

Installs, tests, troubleshoots, and maintains computer hardware and software; diagnoses and resolves problems and malfunctions, utilizing test programs and equipment.

Previews software; recommends purchase of new and replacement hardware and software.

Communicates with vendors, suppliers, and District administrators and personnel concerning parts, equipment and program operation, and new technology.

Maintains records and prepares reports related to equipment inventory, maintenance, installations, and warranties, including keeping accurate and current network, vendor, and state documentation.

Assists in the development and recommendations regarding the technology plan and vision for the school district.

Supports the implementation of operational and educational technology initiatives such as new systems and hardware for the purpose of delivery, providing oversight of projects and training, and providing information to applicable personnel.

Works with vendors to achieve technology initiatives in a timely manner.

Manages hardware and software lifecycles and its supporting documentation.

Responds to emergency requests for equipment repairs.

Only minimum duties are listed. Other functions may be required as given or assigned.

DESIRED MINIMUM QUALIFICATIONS:

- Any combination equivalent to: a high school diploma supplemented by vocational or college-level course work in computer science, computer technology, or related field and two years progressively responsible computer experience, including experience in maintaining computer operations and systems administration. An associate degree in technology or related experience.
- Valid Montana driver's license.
- Knowledge of computer applications, operations, and equipment.
- Knowledge of copyright laws, privacy laws, and District policies related to network/computer access.
- Knowledge of requirements and procedures for determining the configuration of microcomputer equipment and system-level and commercially packaged software.
- Knowledge of methods, tools, and procedures used in installation, repair, and maintenance of computers and equipment.
- Knowledge with networking, servers, computer imaging, Active Directory, phone systems and security, and Windows Operating systems.
- Troubleshoot, investigate, and correct computer malfunctions or concerns and perform routine hardware and software technical support.
- Provide demonstration and explanation of a variety of computer hardware and software operations.
- Work effectively with strict time lines, numerous contacts, and the necessity of accuracy.
- Establish and maintain cooperative and effective working relationships with others.
- Communicate effectively orally and in writing to nontechnical staff.
- Train and provide direction to others.
- Work effectively, both independently and as a member of a team.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Ability to handle stressful situations.

EQUIPMENT USED:

Computer, calculator, copier, telephone/voice mail, fax.

WORK ENVIRONMENT:

While performing the duties of this job, the employee regularly works inside. The employee must be able to meet deadlines with severe time constraints.

There may be some noise and temperature variations from computer equipment and adjacent offices.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to sit, walk, stand, bend, stoop, kneel, crawl, stretch, lift and carry equipment and objects, and travel from building to other sites. Must have dexterity of hands and fingers to operate computer keyboard and to finger and grasp objects. Must be able to lift up to 50 pounds and occasionally crawl under desks or fit into tight spaces. Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus. The employee is required to be able to speak and to hear to exchange information and make presentations.

MENTAL/MOTOR DEMANDS:

While performing the duties of this job, the employee rarely performs routine work. The employee frequently exercises flexibility (ability to shift from one task to another). Guidance and reinforcement are usually unavailable. The employee frequently works within time constraints and maintains attentiveness intensity. The employee is frequently involved in social interactions which require oral and written communications.

The physical demands, work-environment characteristics, and mental/motor demands described within this job description are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations shall be made to enable individuals with disabilities to perform the essential functions.

For those classified employees employed under a written contract for a specified term, nothing contained in this job description shall create a property right beyond the specified duration of the employment contract.