**ARLINGTON HEIGHTS SCHOOL DISTRICT 25**
**1200 South Dunton Avenue**
**Arlington Heights, Illinois 60005-3122**

**Job Description**
**Technology Support Technician**

**Purpose:**
The job of Technology Support Technician was established for the purpose/s of maintaining computer and network equipment in a safe and functional operating condition; resolving immediate operational and/or safety concerns; and providing in-service training and documentation on software applications and hardware.

**Reports to:**
The Technology Support Technician reports to the Director of Technology and Assessment

**Essential Functions**

- Assesses malfunctions of computer hardware and/or software for the purpose of determining appropriate actions to maintain computer and network operations

- Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair skills both on-site and in the repair shop for the purpose of maintaining computer and network equipment in a safe and functional operating condition

- Provide timely technical support and assistance on district issues, services, program(s), and/or computer hardware and software for the purpose of ensuring the efficient and effective functioning of the work unit

- Installs computer hardware, peripherals, and network equipment and application software for the purpose of maintaining safe and effective district and site operations

- Upgrades computers, peripherals, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users

- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs

- Adhere to and communicate copyright as well as other laws and guidelines pertaining to the distribution and ethical use of technology for the purpose of promoting the ethical use of technology throughout the school

- Warehouses computer parts, supplies and materials for the purpose of establishing an inventory of items commonly required to repair computer hardware

- Utilizes various programs such as NetBot, Remote Desktop, Workgroup Manager and Server Admin for the purpose of maintaining and managing computers and accounts.

**Other Functions**
- Procures equipment, supplies, and materials for the purpose of maintaining availability of required items and completing jobs efficiently

- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions

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- Trains employees on district data and communicating protocols for the purpose of improving work efficiency and effectiveness by enhancing the ability to use new and/or existing software

- Requests quotations for the purpose of providing cost information, purchasing and securing items

- Perform other related duties, as assigned, for the purpose of ensuring an efficient and effective work environment

**Minimum Qualifications:**
Skills are required to perform tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include:

Knowledge of:
- Troubleshooting – Determining causes of operating errors relevant to MAC and PC operating systems and software, and network configurations of both platforms Knowledge of network hardware (e.g. routers, bridges, switches, servers, printers, and various other peripheral devices).

- Policies, regulations and guidelines as they relate to the use of software (specifically copyright laws and the use of licensed equipment and materials)

Ability to:
- Constructively work under stress and pressure when faced with high workloads and deadlines

- Adapt to shifting priorities, multiple demands, ambiguity, and rapid change. Skills in organizational and time management sufficient to prioritize workload, handle multiple tasks, and meet deadlines are essential.

- Build solid, effective working relationships with other and to promote team cohesiveness, cooperation, and effectiveness.

- Apply both rational and creative processes and approaches to identify root causes of problems and their solutions.

- Operate standard office equipment and use required software applications to produce correspondence, electronic communication and maintain spreadsheets and databases.

- Convey information clearly and effectively through both formal and informal documents. Listen to and understand information and ideas presented through spoken word and electronic formats.

- Conduct professional development for hardware, software, and other technology related topics.

- Work independently with minimal supervision and work well with all levels of management and associates.

- Maintain confidentiality regarding student, staff, and district data.

**Language Skills:**
Ability to read and interpret curriculum documents and procedure manuals. Ability to write routine reports and correspondence. Ability to speak English effectively with staff, students, and community members.

**Working Environment:**
The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting (should be able to lift up to 40 pounds), carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally the job requires 40% sitting, 30% walking, and 30% standing. The job is performed under minimal temperature variations and is generally a hazard free environment.

**Education/Experience:**
Minimum of three years related experience and/or training related to the duties and responsibilities specified, or equivalent combination of education and experience

**Licenses and Certifications:**
MAC desktop and portable certifications required

Apple Certified Macintosh Technician (ACMT) Certification or equivalent required

**FLSA Status**: Exempt

**Contract Length:** 12 month work calendar

**Salary:** Salary dependent on experience and education

## PHYSICAL DEMANDS

### Strength & Endurance

| | |
|---|---|
| Lifting | Frequent - less than 66% |
| Carrying | Frequent - less than 66% |
| Pushing | Frequent - less than 66% |
| Pulling | Frequent - less than 66% |

### Mobility

| | |
|---|---|
| Standing | 40% |
| Walking | 30% |
| Sitting | 30% |

### Coordination

| | |
|---|---|
| Stooping | Frequent – less than 66% |
| Kneeling | Occasional – less than 33% |
| Crouching | Frequent – less than 66% |
| Crawling | Occasional – less than 33% |

### Upper Extremity

| | |
|---|---|
| Reaching | Constant – more than 66% |
| Handling | Constant – more than 66% |
| Fingering | Constant – more than 66% |
| Feeling | Constant – more than 66% |

### Climbing & Balancing

| | |
|---|---|
| Climbing | Occasional – less than 33% |
| Balancing | Frequent – less than 66% |

### Sensory - Talking

| | |
|---|---|
| Talk - Ordinary | Constant – more than 66% |
| Talk - Other | Frequent – less than 66% |

### Sensory – Hearing

| | |
|---|---|
| Conversation | Constant – more than 66% |
| Other Sounds | Frequent – less than 66% |

### Sensory – Vision

| | |
|---|---|
| Acuity – Near | Constant – more than 66% |
| Acuity – Far | Frequent – less than 66% |
| Depth Perception | Constant – more than 66% |
| Accommodation | Constant – more than 66% |
| Color Vision | Frequent – less than 66% |
| Field of Vision | Constant – more than 66% |

## ENVIRONMENTAL CONDITIONS

### Temperature & Moisture

| | |
|---|---|
| Extreme Cold | Seldom – less than 5% |
| Extreme Heat | Seldom – less than 5% |
| Wet/Humid | Seldom – less than 5% |

### Noise & Vibration

| | |
|---|---|
| Noise | Frequent – less than 66% |
| Vibration | Occasional – less than 33% |

### Hazards

| | |
|---|---|
| Mechanical | Seldom – less than 5% |
| Explosive | Seldom – less than 5% |
| Electrical | Frequent – less than 66% |
| Radiation Exposure | Seldom – less than 5% |
| Burn Exposure | Seldom – less than 5% |
| Other Hazards | Occasional – less than 33% |

### Atmospheric Conditions

| | |
|---|---|
| Fumes Exposure | Seldom – less than 5% |
| Mists Exposure | Seldom – less than 5% |
| Odors Exposure | Seldom – less than 5% |
| Gases Exposure | Seldom – less than 5% |
| Dust Exposure | Occasional – less than 33% |
| Other Atmospheric | Seldom – less than 5% |

### Protective Clothing & Devices

Not Applicable

### Work Environment

100% Inside

0% Outside