POSITION: Technology Technician - Group I

REPORTS TO: Network Manager

DIRECTS:

SUMMARY: This is an entry level position. Technician will perform skilled maintenance work in the area of installation, troubleshooting, and repair of district computer hardware, software, and networks. Provide software support and instruction to district employees through direct contact and the HelpDesk. Other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: Other duties may be assigned.

- Staff help desk phone support system
- Manage work ticket system
- Interface with field technicians and network manager to reassign and deploy staff support
- Maintain student labs (Windows, Chrome, platforms)
- Effectively and efficiently, operate a computer and related peripheral equipment
- Interpret and understand computer messages and dialogue
- Suggest software and equipment upgrades or replacement when necessary
- Maintain and troubleshoot all district employees workstations
- Install new computers and networks as directed by the Technology Facilitator/Network Manager
- Install district standard software applications and monitor licensing practices where appropriate
- Maintain the district licensing inventory and advise on upgrades as needed
- Maintain an inventory of equipment, coordinate cleaning and routine maintenance
- Assist district personnel with WSIPC access, Records Management, Coordination, monthly reporting to Assistant Superintendents and Human Resources.
- Observe strict confidentiality regarding student and personnel information
- Promote and practice professional growth and development
- Communicate a positive image of the employer through personal and professional avenues
- CSRS Administrator (to OSPI); Presentation cart and laptop check out – video conferencing setup
- Other duties as assigned

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE
1. High School Diploma or equivalent
2. Training or professional experience in the areas of:
   - Computer hardware troubleshooting and maintenance
   - Windows, Chrome, platforms
   - LAN and WAN hardware and software
   - A wide variety of word processing, spreadsheet, and database software programs
   Minimum 1 year verifiable successful field experience (Group II)

CERTIFICATES, LICENSES, REGISTRATIONS:
1. Washington State drivers license and a good driving record
2. Help desk, Certified Technical Trainer (CTT) or other customer support or training certification desirable.
LANGUAGE SKILLS
Ability to read and interpret documents such as software user guides, maintenance instructions, and procedures manuals. Ability to write routine reports, interpret problems and write specific detailed trouble reports on work orders. Must be able to speak effectively and give detailed user instructions to administration, staff and students.

MATHEMATICAL SKILLS
Ability to calculate figures and amounts and apply concepts of basic mathematics.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete and abstract variables. Ability to interpret a variety of instructions furnished in written, oral, diagram, or list form.

OTHER QUALIFICATIONS, SKILLS AND ABILITIES
- Ability to work independently
- Ability to work with a variety of adults and students at various proficiency levels
- Demonstrated strong interpersonal communication skills
- Ability to maintain a positive attitude towards staff, students, and parents
- Ability to maintain confidentiality of information
- Willingness to learn and apply new skills to accommodate a changing work environment.
- Ability to manage multiple tasks simultaneously.
- Flexibility in work hours and ability to cope with stress and timeline situations
- Possess own personal transportation, required auto insurance, and a willingness to travel to various district buildings.

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 the help desk the employee is required to spend long periods of time sitting. While performing the maintenance portion of this position the employee is regularly required to walk, stand, reach, perform repeated pushing and pulling movements, work overhead for brief periods of time, and use the hands to handle, finger, or feel objects, and tools. Person will exert 30 to 50 pounds of force frequently to lift, carry, push, pull, or otherwise move objects. Vision abilities required by this job include close vision, distance vision and depth perception.

WORK ENVIRONMENT: 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.

There are no unusual environmental conditions. The employee regularly works indoors and will occasionally work outdoors. Typically, the noise level in the work environment is usually moderate. The employee must be able to meet deadlines with time constraints and interact with other workers.

PRIMARY WORKING RELATIONS:
- Technology Facilitator/Network Manager
- Other Technology Technicians
- Building technology contacts or building principals
- General district staff

TERMS OF EMPLOYMENT:
Salary: PSE of Lake Stevens Technology Group I
Benefits: Per PSE of Lake Stevens Collective Bargaining Agreement

EVALUATION: Will be completed annually by immediate supervisor with input from the Technology Facilitator/Network Manager.