



Job Title:	Transportation Tech	Wage/Hour Status:	Nonexempt
Reports To:	Director of Transportation	Pay Grade:	Info System Category 2
Dept. /School:	Operations	Date Revised:	08/01/2022

Primary Purpose:

To provide first line of technical and pc support for the Danny Griffin Operations, and 6th Avenue Transportation. Work hand in hand with MISD Technology in resolving issues and ensuring compliance with security policies and procedures. Troubleshoot problems, determine source, and advise on appropriate action.

Qualifications:

Education/Certification

High school diploma
Preferred A+

Special Knowledge/Skills:

Broad knowledge of computer hardware and software applications
Ability to detect and resolve problems
Familiar with a variety of the front office concepts, practices and procedures
Excellent organizational, communication and interpersonal skills
Knowledge of Microsoft Office Suites/Exchange
Remote desktop support
Windows/Server/Network and IOS operating systems
Network security
Mobility and device fundamentals

Major Responsibilities and Duties:

1. First point of contact for all technical and PC related issues for the Danny Griffin Complex and 6th Avenue transportation
2. Provide technical support for all student transportation hardware and software including routing, field trips, fuel, maintenance, GPS, and parent app. Ensure those environments are functioning properly and users are able to access their appropriate software
3. Provide technical advice to the Director of Transportation, Fleet Manager and other staff members on the selection and implementation of new technologies.
4. Translate transportation needs into technology terms.
5. Install, operate, and maintain computers, phones, printers, and peripherals.
6. Troubleshoot new account issues between active directory and Skyward.
7. Onboard MISD employees: set up mobile Skyward and email access/decommission their devices.

8. Perform workstation setup including hardware configuration, software installation, and printer and phone connectivity.
9. Coordinate installation of service upgrades and requirements between 3rd party vendors and MISD server admin – such as requirements, equipment and installation, setup, management.
10. Work with vendors to purchase, install, manage, and resolve hardware and software issues; including testing and implementing.
11. Works with end users to detect and resolve work phone related issues and installs.
12. Assists in fuel system management, including card reader setup, Moxa box install, fuel station and gate controller setup.
13. Manages mobile devices in transportation (MDM-Mobile Device Management).
14. Manage, install and support iPad and Windows devices.
15. Coordinate web page updates, including staff information, routing, and GPS information.
16. Database management and recovery from RTA and Edulog (both are located on servers).
17. Ensure that District policies and procedures related to technology are followed.
18. Identify, research, resolve technical problems related to hardware and software.
19. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.
20. Follow established safety procedures and techniques to perform job duties including lifting, climbing, and carrying.
21. Operate tools and equipment according to prescribed safety procedures.
22. Maintain email directory.
23. Manage set up for staff video meetings and conferences.

Other

Other duties as assigned
Irregular hours

Supervisory Responsibilities:

None

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Mental Demands/Physical Demands/Environmental Factors
Some district wide travel; occasional prolonged and irregular hours.