



Job Title:	Campus Support Technician	Wage/Hour Status:	Non Exempt
Reports To:	Campus Technician II	Pay Grade:	Technology Pay Plan 1
Dept. /School:	Technology Department	Date Revised:	04/03/2019

Primary Purpose:

Provide assistance for all district staff and students to address and resolve problems relating to technology services. Responsible for technology support, problem evaluation, and management of technology related needs for campuses and support locations. Oversee repairs and upkeep of technology related equipment such as computers, peripherals, interactive devices, printers, projectors and A/V accessories. Contribute to team efforts towards special projects.

Qualifications:

Education/Certification:

High school diploma or GED
A+ Certification highly preferred

Special Knowledge/Skills:

Broad knowledge of computer hardware and software applications
Knowledge of various operating systems (Windows, macOS, iOS, & Chrome OS)
Knowledge of district software applications
Ability to detect and resolve technical or technology-related problems
Excellent organizational, communication, and interpersonal skills

Experience:

Two years work experience in technical support position

Major Responsibilities and Duties:

1. Provide hands-on and remote support to detect and resolve problems with computers, mobile devices, peripherals, and other technology items.
2. Install and configure licensed district software.
3. Process and prioritize work orders, projects, and other duties in a timely fashion.
4. Maintain records for work orders, inventory, and training towards district goals.
5. Communicate information regarding issues and solutions efficiently with appropriate staff and colleagues.
6. Uphold constant professionalism within all dialogue, correspondence, appearance, behavior, and work ethic.
7. Build strong rapport with end-users by demonstrating high quality customer service while encouraging understanding and use of good computing practices.
8. Comply with federal, state, and district policies, as well as department safety and security procedures concerning technology and its use.
9. Employees must uphold a commitment to the district's mission, vision, values, and strategic plan.
10. Other duties as assigned.

Skills and Expertise:

11. Ability to install, operate, and maintain computers and peripherals.

12. Familiarity with enterprise network environment, Active Directory, and operations systems including Windows, macOS, iOS, and ChromeOS.
13. Fundamental troubleshooting of computer operations, connectivity, and configuration.
14. Comprehension of technical terms, hardware manuals, and technology procedures.
15. Ability to multi-task, self-motivate, and work independently as well as part of a team.
16. Must possess robust verbal and written skills for communication with technical and non- technical individuals.
17. Be able to execute tact and courtesy by minimally impacting classroom instruction while working.
18. Must give quality customer service in all interactions, whether directly or indirectly related to the achievement of your duties.

Travel Requirements

19. Frequent district-wide travel

Mental Demands/Physical Demands/Environmental Factors:

- **Physical:** Repetitive motions, prolonged use of computers, climbing ladders.
- **Lifting:** Often up to 10 lbs, occasionally up to 50lbs.
- **Attendance:** Scheduled hours and regular meeting presence required.
- **Mental:** Sustain focus and emotional control under stress, interruptions, and distraction.
- **Environment:** Indoors except when traveling, controlled environment.

Supervisory Responsibilities:

None

Equipment Used:

Phone, personal computer, printer, ladder, computer repair kit, and other computer peripherals.

NOTE: The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, or skills that may be required.