



Technology Department
504 Laurel Street
Bremen, GA 30110

JOB DESCRIPTION

TECHNOLOGY SUPPORT TECHNICIAN

Description

The Technology Support Technician's role is to provide a single point of contact for end users to receive support and maintenance within the school system's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required.

Reports To

Director of Technology

Responsibilities

Strategy & Planning

- Assist in developing long-term strategies and capacity planning for meeting future desktop hardware needs.

Acquisition & Deployment

- Conduct research on desktop products in support of PC procurement and development efforts.
- Evaluate and recommend products for purchase.
- Write technical specifications for purchase of PCs, desktop hardware and related products.

Operational Management

Assist the Director of Technology with duties listed below, but are not limited to:

- Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
- Assess the need for and implement performance upgrades to PC boxes, including the installation of CPUs, I/O and NIC cards, hard drives, RAM, memory chips, DVD-ROMs, and so on.
- Collaborate with Director of Technology to ensure efficient operation of the company's desktop computing environment.
- Notify the Network Admin Specialist of any networking related problems and assist with the resolution of said problems.
- Receive and respond to incoming calls and/or e-mails regarding desktop problems.

- Ensure that physical desktop connections (i.e. permanent link connections, etc.) are in proper working order.
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
- Assist in troubleshooting problems with school-system-owned analog, digital and mobile telephones and related services
- Work with the Technology Accounts Admin to maintain an inventory of all technology related hardware, and any other components and equipment.
- Accurately document instances of desktop equipment or component failure, repair, installation, and removal.
- If necessary, liaise with third-party support and PC equipment vendors.

Position Requirements

Formal Education, Past Experience, & Certification

- High School Diploma required.
- 2 years minimum experience related to job description.
- Minimum two of the following certifications (or equivalent):
 - A+ Certification
 - Network+ Certification
 - Microsoft Certified Technology Specialist
 - Microsoft Certified IT Professional
 - Microsoft Certified Master

Knowledge & Experience

- Excellent technical knowledge of PC and desktop hardware.
- Excellent technical knowledge of Apple iMacs and Mac Books.
- Excellent technical knowledge of PC internal components, including Random Access Memory (RAM), Processors, Video Cards, Network Interface Cards (NIC), etc...
- Hands-on hardware troubleshooting experience.
- Extensive equipment support experience with SMART and Promethean Boards.
- Working technical knowledge of current protocols, operating systems, and standards, including Internet Protocol Version 4 (TCP/IPv4), Windows XP, Windows 7, and MAC OS X Leopard and Snow Leopard.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Able to remove viruses and spyware programs.

Personal Attributes

- Is present at work every day, on time, and performs all duties as assigned effectively and efficiently.
- Is neat and professional in appearance befitting the job they provide the school system.
- Ability to conduct research into PC issues and products as required.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Analytical and problem-solving abilities, with keen attention to detail.

- Self motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong customer-service orientation.

Work Conditions

- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.
- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.