

WELLSBORO AREA SCHOOL DISTRICT

Job Description for: IT Support Technician

Position: IT Support Technician

Purpose:

This position is responsible for providing support within the Wellsboro Area School District and under the direction of the Director of Technology, and providing support for District Administration, Faculty, Staff and Students to ensure that all hardware and software suites are a reliable resource.

Responsibilities:

1. Provide first assessment and response to assigned technology tickets issued through ticketing system.
2. Assist with the procurement process, where required.
3. Assist the above-mentioned groups to troubleshoot and resolve technical concerns in all District buildings including the support of various operating systems (Microsoft Windows / Apple OSX), software packages, network infrastructure, peripherals, etc.
4. Work to resolve reported issues either independently and/or in conjunction with another member of the Technology Department.
5. Assist in performing scheduled maintenance routines of all District hardware and software packages.
6. Attend regular department meetings to keep up to date with all current District initiatives.
7. Participate in Professional Development opportunities as specified by District Administration.
6. Provide routine account/user management such as creating user accounts, resetting passwords and deleting user accounts.
8. Perform all device deployment responsibilities, including assembly, repair, imaging, configuration, and support for all devices.
9. Support and service all issues related to peripheral devices connected to WASD owned equipment.
10. Possess a familiarity and understanding of the functionality and support of all deployed operating systems within WASD (e.g. Windows, Mac OS, iOS, Google Suit, etc.).

11. Assist with audiovisual and remote conference setup for meetings, workshops, and conferences, including setting up for performances in the auditorium, and/or gymnasium areas.
12. Assist in the hardware evaluation and recommendation process for all WASD purchased devices.
13. Team with Supervisor of Technology to carry out and perform all necessary tasks to accomplish WASD's overall technology goals.

Division/Organization:

1. Keeps current with trends and developments that impact the use of technology within WASD.
2. Makes decisions consistent with the WASD mission, vision and commitments.
3. Establishes and maintains effective communication and positive relationships within WASD, and fosters professional development of WASD staff.
4. Performs other functions as assigned by the Director of Technology and Superintendent.
5. Contributes to the effective team management of all issues and opportunities within WASD.
6. Identifies and reports any issues related to security and data vulnerability to the Director of Technology and the Superintendent.
7. Identifies and develops solutions to globally address a pattern of support issues or a workflow that needs improvement for efficiency, productivity or effectiveness.

Job Qualifications:

1. 1-2 years of PC/Mac support experience or combination of formal education (Associate's or Bachelor's Degree) and related experience.
2. Ability to work independently as well as a member of a team.
3. Experience working with Microsoft software packages (Windows, Microsoft Office) and Apple software packages (OSX, iLife, iWork).
4. Experience with Google Suite and Google Apps.
5. Must be able to manage time effectively to ensure that issues are addressed/solved in a timely manner.
6. Ability to effectively communicate with end users, building administrators, and direct supervisor on status of a particular building's technology concerns/needs.
7. Maintain accurate records.

8. Understand and carry out oral and written instructions.

9. Be able to obtain the PA Act 34/141/151 clearances.

Physical Demands:

Frequent travel between school district buildings
Sitting at a desk for limited periods
Standing and walking for long periods
Moderate lifting from 20 to 50 pounds
Manual dexterity to use office equipment, tools & maintenance equipment
Repetitive movement of fingers and hands for keyboarding
Climb and work from ladders up to 40'
Ability to work in confined areas when the location of servers, or computer equipment is not located in ideal locations

Sensory Abilities:

Visual acuity to read correspondence and computer screen
Auditory acuity to use telephone, radio, etc.
Ability to speak clearly and distinctly

Work Environment:

All areas of district property

Temperament:

Ability to work as a team and/or individually
Must be courteous and polite
Must be cooperative, service-oriented and promote these qualities in the department
Must be able to work in an environment with frequent interruptions and conflicting priorities

Cognitive Ability:

Ability to follow written and verbal instructions
Ability to complete an assigned task with minimal or no supervision
Ability to use correct grammar, sentence structure and spelling
Ability to compose clear, concise sentences and paragraphs
Ability to organize priorities to effectively complete tasks
Ability to work independently and make proper work-related decisions
Ability to communicate efficiently and effectively at all levels

Specific Skills:

Ability to operate technology equipment
Must be able to use technology efficiently and effectively
Must appropriately handle all confidential information

License:

Valid Driver's License

Comments:

Successful applicant will have a friendly, helpful, caring personality, demonstrate a strong work ethic, and support customer's needs to the highest Standard.

Approved by the Wellsboro Area School Board: February 14, 2023