

High School - Computer Technician

Job Title: Computer Technician: High School

Qualifications: Prefer experienced technical school or college graduate with extensive knowledge of hardware, software and networking including the installation/maintenance of computers and peripheral components. Excellent communication and human interaction skills. Knowledgeable and proficient in MS Windows XP Pro, WIN 7, Office 2003, 2007, 2010

Work Year: 12 months

Reports to: Manager IT

Job Goals: To maintain all computer hardware, infrastructure; multimedia; software; software as a service and digital peripherals for successful site use.

Major Responsibilities:

Networking

- ◆ Troubleshoot switches; basic connectivity and investigate to resolution network problems; escalate to engineer as required
- ◆ Maintain securities on the network by insuring antivirus and anti-spam software are up to date.
- ◆ Setup and configure equipment and peripherals on the school network
- ◆ Create new folders and set network permissions for staff and students to enable access to individual and shared network folders.
- ◆ Create distribution lists
- ◆ Set e-mail profile; maintain proper user archiving
- ◆ Create passwords /change passwords for staff and faculty

Hardware and Software

- ◆ Connect and install digital peripheral devices
- ◆ Upgrade or replace system software (Apple and Windows)
- ◆ Install new computers, reallocate existing inventory based on technology plan. Assist teachers and students in using digital peripherals
- ◆ Assist office personnel in use of MS Office and digital scanners (including MFPs)
- ◆ Replace; upgrade computer components as required or directed
- ◆ Troubleshoot inoperative equipment or software and repair as appropriate or escalate to helpdesk.
- ◆ Manage/Address Kaseya ticket workload as received from users and management/peers.

- ◆ Maintain inventory of hardware and software. Includes entering new equipment and removing broken equipment as needed. Also, editing inventory to track movement of computers around school.
- ◆ Maintain proper software licensing.
- ◆ Assist building personnel (principal, secretaries, phys. Ed. teacher and nurse) in troubleshooting problems with the operation of their equipment

Maintenance

- ◆ Install print cartridges, printer drives, clean printers
- ◆ Rebuild desktop on computers to optimize performance
- ◆ Reinstall system software, reimage computers when needed, delete preferences
- ◆ Delete student profiles on all computers to improve performance.
- ◆ Delete temporary files and Internet files on all computers to improve performance.

Software

- ◆ Research software information, licensing, and platform performance issues on software
- ◆ Install and troubleshoot special software, as needed, for Resource Rooms, Special Education Rooms, Gifted Programs, etc.
- ◆ Proficient in the following software programs: *Microsoft Office Package, Type to Learn, Ultra Key, Internet Explorer, Scanning software, Outlook, Adobe Photoshop, Adobe Acrobat; iTunes; Google Docs; MS 365 and other web based tools*
- ◆ Assist staff on software usage

Presentation Responsibilities

- ◆ Troubleshoot and assist staff with VCRs and TVs
- ◆ Set up and maintain presentation monitors around school and VCR's
- ◆ Assist creators of end- of -year and special event presentations

Perform other duties and assignments as directed by the Manager of IT or their delegate.