



ORANGE COUNTY SCHOOLS

POSITION DESCRIPTION

POSITION TITLE	Technician I
SCHOOL/DEPARTMENT	Technology
SALARY	Salary Grade 66 plus supplement
FLSA STATUS	Exempt
REPORTS TO	Chief Information Technology Officer and School Principal
SUPERVISES	None
WORK WEEK SCHEDULE	Monday - Friday
WORK HOURS	40
NUMBER OF MONTHS PER YEAR	12

POSITION PURPOSE:

The Technician I is responsible for installing requested computer equipment in school and office locations, troubleshooting equipment problems, and repairing or arranging for the repair of faulty equipment. Work involves providing technical support and expertise concerning various types of computer software. Work also involves providing training for employees in the use of technology. The Technician I must exercise tact and courtesy with co-workers, school administrators, and supervisors.

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of computer hardware and common software applications.
- Working knowledge of DOS and common computer operating systems.
- General knowledge of software copying rights of the school system.

- Some knowledge of networking concepts.
- Some knowledge of the current literature, trends and developments in the field of technology.
- Ability to install and set up software packages that meet the needs of users.
- Ability to systematically determine the source of computer problems and take appropriate action.
- Ability to perform initial installations or upgrades of computer hardware.
- Ability to train users on the use of equipment and various programs.
- Ability to maintain complete and accurate records.
- Ability to establish and maintain effective working relationship as necessitated by work assignments.

EDUCATION, TRAINING, AND EXPERIENCE

- High School diploma or higher with an emphasis in a computer related field
- Three (3) to five (5) years of experience directly related to the duties and responsibilities specified
- Any equivalent combination of training and experience that provide the required knowledge, skills and abilities

CERTIFICATION AND LICENSE REQUIREMENTS

- Must possess a valid driver's license issued by the NC Department of Motor Vehicles
- Must possess a personal vehicle for use during work hours
- A+ Certification required (or within 90 days of employment)

PREFERRED QUALIFICATIONS:

- Experience working in technology in a public school setting
- Associate's or Bachelor's Degree from an accredited institution in Computer Science or Engineering

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Collaborate with instructional staff and teachers in the use of technology in the classroom
2. Facilitate school participation in technology programs and activities
3. Collaborate with the school media specialist to provide leadership in the school's use of instructional technology resources to enhance learning
4. Repair, maintain, and upgrade technology-related equipment
5. Read and interpret schematics, wiring diagrams and manuals
6. Operate standard and specialized digital devices in testing and troubleshooting computer and other technology related equipment
7. Maintain and inventory of digital equipment and devices
8. Maintain general knowledge of computers and related technology devices
9. Maintain general knowledge of digital devices
10. Maintain familiarity with the operation and uses of standard test equipment
11. Systematically troubleshoots standard digital devices
12. Communicate effectively with others
13. Participate in long and short range technology planning

14. Maintain documentation regarding network configuration, operating procedures, and service records relating to network hardware and software
15. Assist in developing and providing training to building level faculty and staff in the poer operation of LAN
16. Attend classes, seminars, conferences and review professional literature to enhance knowledge of trends and developments related to LAN systems
17. Prepare and submit accurate reports as required
18. Maintain and troubleshoot media and sound equipment, television connections, Smart Boards, Document cameras and any other digital tools used in the school
19. Perform additional duties as assigned by the Chief Technology Officer

WORKING CONDITIONS	
PHYSICAL DEMANDS	Work is considered light physical work requiring the exertion of up to 20 pounds of force.
WORK ENVIRONMENT	Employees in this position are required to work in indoor and outdoor environments, and come into direct contact with OCS staff, students and the public.
ACKNOWLEDGEMENTS	
The following signatures acknowledge that the supervisor has verified the accuracy of the position description, has discussed position requirements with the employee, and has advised the employee of work performance expectations	
<i>Reviewed by: Employee's Signature</i>	<i>Date</i>
<i>Approval by: Supervisor's Signature</i>	<i>Date</i>
The completed and signed position description shall be maintained at the employee's work location, shall be reviewed with the employee by his or her immediate supervisor, should be revised as required, and shall serve as the basis for all required evaluations.	

DISCLAIMER: *The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills that may be required of the employees assigned to this position. This description may be revised by the supervisor, with HR review and approval, any time.*