



ORANGE COUNTY SCHOOLS

POSITION DESCRIPTION

POSITION TITLE	Technician II
SCHOOL/DEPARTMENT	Information Technology
SALARY	Salary Grade 68 plus supplement
FLSA STATUS	Non-exempt
REPORTS TO	Chief Technology Officer
SUPERVISES	None
WORK WEEK SCHEDULE	Monday - Friday
WORK HOURS	40
NUMBER OF MONTHS PER YEAR	12

POSITION PURPOSE:

The Technician II 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 II 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

- Associate's degree from an accredited institution 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
- Bachelor's Degree from an accredited institution in Computer Science or Engineering

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist with the installation of hardware, software, and related peripherals for the Central Office
2. Ensure the maintenance of all computers, software, and LAN by monitoring performance
3. Work closely with school technology staff and offer assistance when necessary
4. Upgrade hardware and software
5. Make recommendations regarding upgrades and replacement of technology-related equipment
6. Read and interpret schematics, writing diagrams, and manuals
7. Install Smart Boards, printers, and other technology related classroom and office items
8. Operate standard and specialized electronic devices in testing and troubleshooting computers and other technology-related equipment
9. Attend class and seminars to enhance knowledge of equipment and operating systems
10. Maintain strong knowledge of computers and related technologies
11. Maintain general knowledge of components of LAN
12. Understand mechanical, electrical, and computer principles as applied to the repair and maintenance of computers and peripherals
13. Communicate effectively with all levels of technology users
14. Send out Windows Updates each week
15. Perform other duties as assigned by the Technician III.

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.*