

Carson City School District Job Description: Information Technology (IT) Support Technician II

Job Title: Information Technology (IT) Support Technician II

Related Categories: Site Technology Technician

Location: Innovation and Technology Department

Reports To: Director Innovation and Technology

FLSA Status: Non-exempt

Prepared By: Associate Superintendent of Human Resources

Prepared Date: 02-12-2020

General Job Description:

Under general supervision, to perform installation, repair and maintenance of all district computers, associated peripherals, networks, and other associated equipment; and to perform related work as required.

Experience or training required:

Knowledge of: Basic computer, VoIP and tablet platforms (Microsoft and Android) and configurations, including peripherals, accessories and network integration; basic Windows and wireless networking standards used in the district; general functional and technical aspects of end-user computer applications and their integration with Windows networks; general setup of tablets, workstations, IP phones, scanners, switches, printers, DVD players, and sound cards, etc.

Ability to: Troubleshoot computer and network (routers, switches , IP phones, etc.) hardware; identify problems or potential problems; uses appropriate software to document Wide-Area networking problem resolution and Local-Area problem resolution as assigned; logs assignments and completion of assignments as required; operate a vehicle observing legal and defensive driving practices; understand and carry out oral and written instructions; establish and maintain effective proactive relationships with those contacted in the course of work.

Any combination of training, education and experience, which demonstrates an ability to perform the duties of the position: Graduation from high school or the equivalent. A typical qualifying entrance background is completion of a recognized two (2) year equipment maintenance apprenticeship program; evidence of completion of basic Microsoft Windows certification training; or Microsoft Certified Product Specialist; or equivalent to two (2) years of experience in performing computer repair, and equivalent to one (1) year experience in performing network maintenance, wherein the incumbent has acquired the knowledge and abilities listed above.

Licenses or Certificates Required:

Possession of a high school diploma or equivalent certificate, a valid driver's license issued by the state of residence, and an original Social Security Card.

The Job Functions:

Computer Network Support Technician reports to the Director of Innovation and Technology while working closely with all District employees in matters related to computers and networks. A technician performs independently or may lead the work of contractors.

Essential Job Functions:

Resolves user request for repair and maintenance of computer and networking equipment and software, as assigned; documents completion of assignments in accordance with department and district policies and procedures; troubleshoot computer system hardware; make repairs and report problems as appropriate; continuously test systems to identify problems and modify the system as needed to resolve problems; responsible for assisting on-site personnel ; serve as 1 to 1mobile device administrator in hardware

Carson City School District Job Description: Information Technology (IT) Support Technician II

configuration, system access, system performance evaluation and updating the operating system and applications as needed; assist personnel in the use and setup of computer operating systems and applications as required; complete assigned task in a timely manner; communicating effectively with district, school and departmental staff; provide assistance and continuity on a district-wide basis as it relates to purchasing, installation, set-up and diagnostic support; provide planning, estimating and installation assistance for technology related projects; coordination of infrastructure requirements; installation, diagnosis and training of personnel on various software programs; ability to work varied and/or non-standard work hours as required; and performs related work as required.

Physical Demands and Working Conditions:

Strength: Heavy Work – Lifting, carrying, pushing or pulling 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds. Incumbent must be in good physical condition and must take a physical examination at the District’s expense. Frequent reaching, handling, repetitive fine motor activities, talking and hearing. Vision: Frequent near acuity and occasional far acuity. Mobility to work within school campuses, office buildings, grounds settings and use standard operations equipment. Vision to read printed materials, computer/device screens or other monitoring devices. Hearing and speech to communicate in person or over the telephone and related technology.

Environmental Conditions:

Climate controlled school/office setting with temperatures ranging from mild, moderate, and severe cold/heat. Occasional work on surrounding campus grounds under the usual and customary seasonal weather conditions. Exposure to noise levels ranging from moderate to loud and occasional to frequent time periods. Hazards: Furniture, office equipment, operational machinery, tools, communicable diseases, chemicals (as related to specific assignment), and machinery (as related to specific assignment).

Salary Range:	Refer to current CESA Salary Schedule (Plus employer paid benefits and retirement)
Supervision – (3-5 Staff)	<u>Supplemental Modifier: 5% added to hourly rate.</u>

• • • • •

When applying for a position, candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.

Notice of Non-Discrimination: The Carson City School District does not discriminate against any person on the basis of race, color, national origin, sex, disability, age, or on any other basis protected by state or federal law, and it provides equal access to the Boy Scouts of America and other designated youth groups. The following person has been designated to handle inquiries regarding the District’s non-discrimination policies: Title IX and 504 Coordinator, 1402 W. King Street, Carson City, NV 89703, (775) 283-2130.