Belton Independent School District
Job Description

Job Title: Computer Technician **FLSA Status:** Non- Exempt, 226 days

Reports to: Director of Instructional Technology **Pay Grade:** C/P - 5

Dept./School: Technology **Date Revised:** 2/18/2025

Primary Purpose:

Provide timely and effective technical support to all campuses and administrative departments, ensuring technology services align with the district's vision and goals.

Qualifications:

Education/Certification:

High School Diploma or GED
Two years of college or technical school/military training in computer maintenance and repair or equivalent experience

Special Knowledge/Skills:

Strong analytical and problem-solving skills.
Excellent oral and written communication skills.
Ability to interpret and implement technical procedures and policies.
Proficiency in troubleshooting hardware and software issues.
Knowledge of Chrome OS, Windows OS, and macOS.
Experience with desktop and laptop hardware.
Experience with integrating macOS clients in a multi-platform environment.
Basic networking knowledge (TCP/IP, DNS, DHCP preferred).
Experience with imaging and deployment tools (preferred).
Familiarity with help desk ticketing systems (preferred).

Experience:

Two (2) years of related experience in computer maintenance and repair is preferred

Major Responsibilities and Duties:

1. Provide technical support to district staff via phone, email, and in-person, troubleshooting hardware, software, and network issues.
2. Repair and maintain microcomputers, laptops, peripherals, and other related equipment.
3. Install, configure, and deploy software applications.
4. Assist in maintaining accurate hardware and software inventory.
5. Contribute to the development and implementation of technology policies and procedures.

6. Assist in technology training for campus and administrative personnel.
7. Support the purchase of technology equipment and the development of technology plans.
8. Collaborate with other IT staff to ensure smooth operation of district technology systems.
9. Document support activities and solutions in a help desk ticketing system.
10. Maintain confidentiality of student and staff data.
11. Perform other duties as assigned.

Supervisory Responsibilities:

Provide guidance and support to campus technicians, assisting with complex technical issues and best practices

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Standard office equipment including personal computer and peripherals

Posture: Prolonged sitting; occasional bending/stooping, reaching. pushing/pulling, twisting

Motion: Repetitive hand motions, frequent keyboarding and use of mouse

Vision: Close vision, color vision, peripheral vision, ability to adjust focus

Lifting: Occasional light lifting and carrying

Environment: Frequent district-wide travel; occasional out of district travel, occasional risk of electric shock

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Revised: February 2025
Prepared By: Belton ISD Human Resources Department