DUNCANVILLE ISD

Writing success stories, one student at a time.

Job Title:	**Technology Technician**	**Wage/Hour Status**:	Non-Exempt
Reports to:	Director of Technology	**Pay Grade**:	AUX - 9
Dept. /School:	Technology	**Date Revised:**	07/07/2025

Primary Purpose: To provide the most efficient, reliable, effective, and customer friendly end-user support to all campuses/departments. Support the District's inventory of devices in a manner that will keep the device fleet accounted for and ready for distribution or refresh.

Qualifications:

Education/Certification:

- Preferred Associates, Bachelor's Degree, or Industry certifications in a computer related field or equivalent experience
- Dell Premiere Certification (upon employment)
- Valid Texas Driver's license with appropriate insurance coverage

Special Knowledge/Skills:

- Strong troubleshooting skills in computer and network support
- Knowledge of Networking (wired and wireless) of TCP/IP and Personal Computers
- Knowledge of Microsoft Operating Systems and applications
- Problem solving and analytical skills to resolve technical issues
- Ability to manage inventory and keep records accordingly using control software
- Good communication and interpersonal skills

Experience:

Three years experience supporting networks and computers

Major Responsibilities and Duties:

- Perform routine office/clerical duties as assigned. Answers phones and provides customer service support, as needed
- Processes copy and print orders using District computer programs with speed and accuracy
- Operates all print shop equipment including high-speed copiers, paper cutters, collators, joggers, postage meters, etc.
- Fulfills print orders and projects for the District including (copying, binding, collating, laminating, mailing, etc.)
- Maintains all copy room machines and provides some preventative maintenance
- Provide support for all department inventory procedures including the control processes for the warehouse.
- Ability to support incoming and outgoing orders for all campuses and departments
- Ability to receive shipments, add to inventory software, and prepare for distribution
- Maintain a clean and usable warehouse facility so that all items can be easily tracked

- Provide hardware and software support and installation to all PC users
- Responsible on all Windows application problems with the users and administration
- Relate effectively with school personnel and departments in resolving technical problems.
- Provide end-to-end problem management for critical or difficult-to-resolve problems.
- Log incoming calls/emails and resolutions regarding software, hardware, and network issues
- Ability to analyze and resolve computer, telephony and network issues
- Research specific technical problems to identify trends, symptoms, and root cause.
- Provide technical consultation to users.
- Assist with the development of departmental procedures, preparation of incident reports, and user service projects.
- Demonstrate professional work ethic including multi-tasking, attention to detail, and follow-through to a successful resolution.
- Willingness to accept additional projects and technologies, become proficient in their implementation, and then train other technicians.
- Interface with vendor technical support to resolve technical issues.
- Perform other duties as assigned

Additional Responsibilities:

- Must be able to self-manage assigned caseload and schedule time effectively/efficiently.
- Backup for video surveillance systems

Supervisory Responsibilities:

None

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; standard office equipment including personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching; may climb ladders

Lifting: Regular moderate lifting and carrying (up to 44 pounds); occasional heavy lifting and carrying (45 pounds and over)

Environment: Occasional prolonged and irregular hours; frequent on-call and after-hours work; occasional districtwide travel; may be required to be on-call 24 hours a day; may be exposed to electrical hazards.

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

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Employee Print Name _____

Employee Signature _____ Date _____