LAKELAND SCHOOL SYSTEM
Learn. Grow. Lead.

Job Description

Job Title: Technology Support Technician (Assets)

Reports to: Director of Technology

Dept./School: Central Office/Assigned Campus

Exemption Status: Exempt/Professional

Salary Schedule: 12M Manager

Date Approved: November 7, 2022

Primary Goal:

To install, maintain, and repair hardware; install and support software for the purpose of promoting instruction and facilitating efficient operations.

Minimum Training and Qualifications:

Bachelor's Degree, Associate's Degree or comparable relevant experience

Industry certifications preferred: Apple Certified Macintosh Technician, Apple Certified Support Professional, Google IT Support Professional Certificate, CompTIA A+, Microsoft Certified Technical Specialist

Minimum of three (3) years successful experience in supporting technology users

Dual platform experience is desirable

Experience assisting users in a network environment

Experience in an instructional environment is desirable

Experience using and supporting productivity applications and instructional software

Good record-keeping skills with database experience preferred

Strong verbal and written communication skills

Experience organizing and prioritizing work assignments in a fast-paced environment

Ability to lift a minimum of 40 pounds

Excellent interpersonal skills and the ability to work well with others

Ability to adapt to new technologies

Ability to work flexible schedule outside normal business hours

Has reliable transportation and a valid driver's license

Such alternatives to the above qualifications as the Superintendent may find appropriate and acceptable.

Performance Responsibilities:

1. Maintains and troubleshoots hardware and software issues in a diverse OS environment, including macOS, Windows, iOS, and ChromeOS at all LSS locations.

2. Evaluates technology equipment, makes appropriate on-site repairs, facilitates and/or performs off-site repairs, and performs preventive maintenance.

3. Maintains printers and supplies as needed.

4. Maintains and troubleshoots Epson projectors and interactive whiteboards. Resolves interactive whiteboard and projector problems including audio, display, and connection issues.

5. Troubleshoots and works with vendors as needed on contracted copiers.

6. Leads or participates as a team member in large implementation projects, providing user training and support and performs related professional and technical work as assigned.

7. Maintains software updates and looks for issues before implementing large scale macOS updates to teacher and staff machines.

8. Installs and maintains computer images, operating systems and instructional software as well as administrative software.

9. Recommends upgrades for aging equipment.

10. Provides cost estimates for assigned projects.

11. Assists in resetting passwords and maintaining user accounts for LSS provided accounts.

12. Moves, installs and configures computer equipment; including equipment for meetings and other events where technology is needed.

13. Facilitates repairs via shipping to manufacturers, working with local repair facilities, or facilitating repairs onsite.

14. Assists in maintaining inventory management for LSS technology equipment.

15. Tags and inventories all technology related purchases.

16. Works with designees at both schools to ensure all non-consumable district level purchases are inventoried into a spreadsheet and tagged appropriately.

17. Imports all district level capital and non-capital purchases into a digital database.

18. Assists in depreciating all capital assets at the end of the fiscal year.

19. Works with users in a fast-paced environment to quickly diagnose and resolve technical issues.

20. Uses the provided work order system to complete technology requests.

21. Records and submits accurate, up-to-date accounting of daily job responsibilities and accomplishments.

22. Directs and assists in the preparation and maintenance of a variety of narrative and statistical reports, records, correspondence, and files related to assigned service, activities and operations; provides for appropriate research and compiles reports as needed.

23. Maintains assigned equipment and tools.

24. Pursues formal and informal training opportunities to upgrade skills and knowledge in order to remain current and improve job knowledge and skills. In particular, maintains technical certifications to support a growing and changing technology environment.

25. Understands the nature of the educational environment and respects the presence of teachers, students, parents, administrators, and other support staff.

26. Provides support to the Instructional Technology Facilitator / Technology Coordinator at each school site during school-based technology initiatives and activities.

27. Works with school staff and the technology staff to promote the effective use of technology.

28. Performs duties in a professional, honest and responsible manner.

29. Understands and follows all safety rules and proper procedures associated with the responsibilities of the job.

30. Maintains a well-groomed appearance and dresses appropriately and professionally.

31. Adheres to Lakeland School System standards relating to hardware, software, and vendor agreements.

32. Performs other duties as deemed necessary by the Superintendent and the Director of Technology.

Clearances and Testing: *(at expense of applicant)*

Criminal Justice Fingerprint/Background Clearance
Pre-employment physical exam & TB Test

The **Technology Support Technician** maintains a forty-hour (**40**) work-week and works additional hours as required to carry out all of the duties and responsibilities of the position. This is an exempt, twelve (**12**) month position.On-site attendance at the assigned location or locations is an essential function of this job.

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.

Lakeland School System offers educational and employment opportunities without regard to race, color, religion, sex, creed, age, disability, national origin, or genetic information and adheres to the provisions of the Family Rights and Privacy Act (FERPA).