Independent School District 15
Human Resources
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Classification Description

SECTION I: GENERAL INFORMATION

Classification Title: Technician	**Department:** Technology	**Unit:** Office of School Technology
Immediate Supervisor: Technology Coordinator	**Grade Placement:**	**FLSA Status:** Non-exempt

Job Summary:

Under the direction of the Technology Coordinator, the Technician is responsible for providing 1st level technical support to building personnel in the use of technology; providing technical support in the use of a wide variety of hardware, applications and software within the building; setting up and installing computers, upgrades and applications; troubleshooting programs, printer or connectivity issues; assists in State testing (e.g. MCA, ACT, etc.) to ensure tests run properly, to troubleshoot issues, and to ensure proper version(s) are installed and ready for students.

Essential duties outlined below are intended as "representative" examples of the level, nature and decision-making expected of positions assigned to this classification. The duties below are not intended to be a comprehensive listing of all duties and tasks performed by the employees assigned to this classification. A classification description, unlike job description or position description, is designed to capture the general expectations, complexity level, and nature of work of any position that may be allocated to this classification.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responds to technical assistance and provides 1st and 2nd level technical support on a wide variety of hardware including PCs, MACs, iPads, laptops, Chromebooks, Smartboards, cameras, smart phones, wireless devices, projectors, sound systems, printers, copiers, monitors, mice, and keyboards.

2. Assists technology users in addressing concerns with software and applications utilized by the District. Provides technology support, assistance and troubleshooting of Infinite Campus, Point of Sale software, student programs, district operating systems, web based programs, server programs, and general business productivity programs (e.g. Access, Google, database and spreadsheet applications, etc.). Trains staff in the use of technology and technology programs (e.g. Google products, smartboards, etc.).

3. Provides routine upgrades and maintenance. Duties include but are not limited to:
   * Reimages all computers and recycles old technology.
   * Blows out and cleans desktops and projectors.
   * Moves workstations to new areas and make sure equipment is running properly by start of school year.
   * Cleans smartboards and iPads.
   * Maintains/supports various curriculum applications

4. Sets up and maintains Active Directory and Users for new students, groups and maintains passwords.

5. Installs and verifies State tests to assure tests are running properly and troubleshoot problems if necessary. Contacts providers for test support if necessary. Verifies and assures all equipment contact proper test versions.

6. Performs other duties of a comparable level or type, as required.
   * Keeps informed of current and future technology changes.
   * Attends TIES/other training sessions, attends conferences and workshops.

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SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:

REQUIRED EDUCATION/TRAINING (choose one)				DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)
	less than high school diploma			
	High school diploma or GED.			**Major field of study or degree emphasis:**
x	**1 year college**		**2 years college**	
	3 years college		**4 years college**	
	1st year graduate level			**Essential knowledge and specialized subject knowledge required to perform the essential functions of the job:**
	2nd year graduate level			• Knowledge of computer operating systems including Macintosh and Windows operating systems.
				• Knowledge of hardware, their components, operations and functions, and procedures for troubleshooting problems and conflicts. • Software installation, maintenance and upgrading. • Fundamentals of web site maintenance • Knowledge of district standardized applications (e.g. Google, Skyward, Infinite Campus ASEOP, Versa Trans, etc.) and software including office productivity software (e.g. word processing, database, spreadsheet, and other office productivity software) as assigned.

Required Work Experience in Addition to Formal Education/Training:
Requires a minimum of 3 years experience in the use and troubleshooting of technology hardware and software.

LICENSE/ CERTIFICATION	**Identify licenses/certification required:** Requires a valid MN Driver's License. Depending upon job assignments. The District may require certification in SMARTBoards, Apple Certifications or others after hire.
ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK	**Skilled in:** • Assisting, instructing and providing technical support to building level personnel in technology hardware and software issues, problems or their uses. • Keyboarding. • Assists staff with connectivity issues and problems. • Replacing, upgrading, or maintaining computer hardware and software. • Providing support to students and staff in the use and application of technology to assist them in their school projects, presentations or research. • Installing and setting up new computer systems, software and equipment. • Setting student user accounts in accordance with technology practices and procedures. • Establishing and maintaining effective working relationships with building and technology staff. • Communicating effectively with staff in the building regarding technology issues and needs.

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PHYSICAL JOB REQUIREMENTS: (Indicate according to essential duties/responsibilities)

Physical Activities	None	1/3 Less	1/3 to 2/3	Over 2/3	Lifting/Forcing Exerting	None	1/3 Less	1/3 to 2/3	Over 2/3
	Amount of Time Spent					**Amount of Time Spent**			
Stand			X		**Up to 10 lbs**				X
Walk			X		**Up to 25 lbs**		X		
Sit		X			**Up to 50 lbs**		X		
Use hands to finger, handle or feel				X	**Up to 100 lbs**		X		
Reach with hands and arms				X	**Over 100 lbs.**		X		
Climb or balance		X							
Stoop, kneel, crouch or crawl		X							
Talk or hear				X					
Taste or smell				X					

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

Physical requirements associated with the position can be best summarized as follows:
Medium Work:
Exerting up to 50 pounds of force occasionally and/or up to 10 pounds of force constantly to lift, carry, push, pull or otherwise move objects in the performance of the job.

HAZARDOUS WORKING CONDITIONS	**Unusual or hazardous working conditions related to performance of duties:** Work responsibilities are performed in a typical school setting. The potential for electrical shock can exist when working with electrical and electronic components but the risk of environmental and physical hazards and risks can be characterized as minimal given the training, application of safety precautions and procedures

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SECTION IV: DISTRICT MISSION AND CORE VALUES

OUR MISSION	*Our mission is to equip all students with the knowledge and skills to empower them to achieve their dreams and full potential while becoming responsible citizens in a dynamic world*
CORE VALUES	**We believe that:** • Trust and respect are fundamental for thriving relationships. • Our community flourishes when individuals, families and organizations collaborate. • Every person matters and has value. • Responsibility and accountability are essential for personal growth, organizational improvement and community engagement. • Commitment to high expectations is essential to help achieve full individual and collective potential.
MISSION OUTCOMES	**By 2020, all students will…** • Develop a personalized education path they can articulate and use to progress toward their evolving dreams. • Identify and choose positive ways they can take active ownership in their community while recognizing its diversity.
STRATEGIES	**We will…** • Ensure that every employee understands, supports and promotes our core values and mission. • Build trust and facilitate engagement with all ISD 15 stakeholders. • Align and support all educational programs and services to achieve our mission and mission outcomes.
STRATEGIC DELIMITERS	**We will NOT…** • Continue or adopt any program or service unless it is aligned with and advances the mission and is accompanied by the necessary human and financial resources • Make decisions without the use of relevant data provided by the appropriate personnel. • Allow past experiences to interfere with the consideration of new ideas.

SECTION V: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

_____   _____
      Department Head's Signature   **Date**

Classification History:
Created classification description 5/2016 BCC

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