

ADEL DESOTO MINBURN COMMUNITY SCHOOL DISTRICT

JOB DESCRIPTION

TITLE Information Systems Technician

QUALIFICATIONS

1. Hardware/software/networking support experience (OSX, Windows, and iOS)
2. Experience with virtual servers, managed WLAN, Windows Server 2008 and 2012, and Active Directory
3. Experience with LAN/WAN Management
4. Ability to troubleshoot technical problems
5. Strong written/verbal communication skills
6. Ability to work well with others
7. Ability to follow and optimize procedures
8. Ability to lift 50 pounds and to perform repetitive physical tasks
9. DESIRED: Familiarity with any or all of the following: VMWare, JAMF Casper, Filewave, Infinite Campus, Moodle, Mimio, HP switch management, Avaya VoIP
10. DESIRED: Experience working in an educational setting
11. DESIRED: Ability to lead training sessions if necessary

REPORTS TO Technology and Communications Director

JOB GOAL To support the District's technology program, including hardware, software, and network troubleshooting, server and network administration, as well as user assistance and training.

PERFORMANCE RESPONSIBILITIES

1. Performs tasks as assigned by the Technology and Communications Director to meet the District's technology support needs
2. Responds to help desk tickets in a timely and organized manner
3. Provides one-on-one technical support for staff and administration, via phone, email or in-person
4. Responds to problems with network and server infrastructure, escalating problems and contacting support as necessary
5. Conducts basic management and configuration tasks relating to managed wireless, network switches, servers, and group policy
6. Maintains inventory of district-owned hardware
7. Participates in appropriate local, area, state, and national professional meetings related to technology education and advancement
8. Performs hardware repair, or submits hardware for external service as needed
9. Organizes and maintains technology work area

10. Conducts regular preventative maintenance on technology systems to insure all systems are kept up to date
11. Participates in configuration, deployment, and removal of equipment and software
12. Operates in accordance with board policies and sees that all policies of the board pertaining to employee's area of jurisdiction are implemented
13. Performs such other tasks as may be assigned by the board

PHYSICAL REQUIREMENTS

1. Mobility as needed to visit all district buildings and classrooms
2. Must be able to drive a personal vehicle or provide transportation suitable to accommodate responsibilities
3. Ability to occasionally lift equipment and supplies up to fifty pounds

WORKING CONDITIONS

1. Considerable in-district travel required
2. Occasional evening and Weekend work necessary

TERMS OF EMPLOYMENT

1. 12-month position
2. Salary and benefits to be established by the board

EVALUATION Performance of this job will be evaluated in accordance with provisions of board policies

Approved by Board of Directors May 13, 2013

Revised October 10, 2016