FLEMINGTON-RARITAN REGIONAL SCHOOLS

JOB DESCRIPTION

TITLE: COMPUTER TECHNICIAN – DIAGNOSTICIAN (Tier 2)

QUALIFICATIONS:

- Working knowledge of and skillset with Windows OS, Mac OS, and Google Apps for Education or other cloud based systems
- Able to troubleshoot and problem solve routine technical issues independently
- BA/BS or Associate's degree in a related field and/or appropriate certifications or in the process of completing any of these requirements
- Ability to manage small projects with minimal supervision
- Demonstrated ability to forge good relationships with colleagues and other staff members. Staff members feel comfortable approaching technician for assistance and confident in his/her skills.
- Demonstrated evidence of ability to anticipate problems, react proactively, and to maintain high-client satisfaction because of responsiveness.
- 3-4 years of successful experience as a technician in a similar setting.

REPORTS TO: Supervisor of Technology

JOB GOAL: Support district technology devices and infrastructure by ensuring prompt repairs, maintenance, and upgrades.

PRIMARY PERFORMANCE RESPONSIBILITIES:

1. Operate a personal computer using software diagnostics or hardware procedures to determine basic capabilities, hardware components, capacity, operating system environment (Windows and Mac OS.)
2. Configure Windows and Mac OS laptops and desktops and Chromebooks.
3. Install, setup, and troubleshoot all Windows and Mac OS devices and Chromebooks.
4. Diagnose, add, and repair computer, and peripheral hardware, and operating system failures.
5. Able to troubleshoot and use our MDM (mobile device management system) system to push and pull apps on all Mac OS devices including iPads and manage inventory.
6. Able to work in Google Admin Console to reset passwords, deploy apps on Chromebooks, run reports, organize Chromebooks in organizational units, and other district technology needs, etc.
7. Able to assign printers and troubleshoot printing issues on district printers or copiers.
8. Deploy, maintain, and troubleshoot wireless access points.
9. Ability to quickly and accurately diagnose technology problems
10. Works well in difficult situations to solve issues and achieve a positive result
11. Ability to work under time constraints and in high-pressure situations

12. Perform any other such duties as the Supervisor of Technology may deem necessary in order to effectively coordinate the program.

TERMS OF EMPLOYMENT: Salary for a twelve-month work year to be determined by the Board.

EVALUATION: Performance of this job will be evaluated annually by the Supervisor of Technology in accordance with the Board's policy on evaluation.

APPROVED BY:_____Board of Education_____

INTRODUCED: 2/26/18_____Approved: 2/26/18_____