

FLEMINGTON-RARITAN REGIONAL SCHOOLS

JOB DESCRIPTION

TITLE: COMPUTER TECHNICIAN – PROJECT COORDINATOR (Tier 3)

QUALIFICATIONS:

- Strong working knowledge of and skillset with Windows OS, Mac OS, and Google Apps for Education or other cloud based systems.
- Demonstrated ability to research and solve complex or uncommon problems
- BA/BS or Associate's degree in a related field and/or appropriate certifications completed.
- Ability to manage large, complex projects with routine 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.
- Demonstrated ability to manage assigned Help-Desk tickets in timely fashion with little to no support or supervision or follow-up required.
- Demonstrated experience solving complex problems, including those that require research and new knowledge.
- 5-6 years of successful experience in a school environment.

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. Ability to manage existing responsibilities in a proactive manner that prevents “down time” by anticipating potential problems, scheduling and performing needed maintenance, remaining knowledgeable about equipment/field, and when necessary, responds to problems in such a manner that reduces impact on end-users.
13. Ability to balance competing priorities of addressing HelpDesk tickets, fulfilling ongoing responsibilities of the position, and while planning, managing, and implementing major projects.
14. 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 _____

REVISED: 4/24/23 _____