FLEMINGTON-RARITAN REGIONAL SCHOOLS

JOB DESCRIPTION

TITLE: **COMPUTER TECHNICIAN AND PHONE
ADMINISTRATOR**

QUALIFICATIONS:

Minimum

1. Degree in computer science/information technology from a nationally accredited 2 or 4-year college or technical school, or equivalent education/work experience/certifications from accredited technical programs.
2. Criminal history background check and proof of U.S. citizenship or legal resident alien status and a complete physical examination.
3. Successful experience with PBX Switches and voicemail, PC computers, cellphones, and networking for both voice and data.
4. Must be proficient and knowledgeable in all aspects of cabling, station & feed voice and data, and maintaining structured cabling infrastructure.

Desirable
1. Experience in a school environment.
2. Familiarity PC or Apple technology(s)
3. A+ Certification - Institute for Certification of Computing Professionals

REPORTS TO: Supervisor of Technology

JOB GOAL: Support the District technology vision and/or plan by maintaining, configuring, and upgrading the District's telephone systems and maintaining District's computer systems.

PRIMARY PERFORMANCE RESPONSIBILITIES:

1. Planning, developing & supporting the implementation of the District's telecommunications infrastructure in support of the District technology plan and/or vision.
2. Administer, troubleshoot, and maintain all District VoIP systems including voicemail and all phone-related hardware and software connected to the LENS system.
3. Analyze & resolve telecommunications issues in a timely and accurate fashion and support user needs where required.
4. Install, configure & maintain all end-user phone sets of varying models based on location and use (e.g. office phones, classroom phones, etc.).
5. Manage, configure, order & maintain all telephones and contracts, including 60+ cell phones.
6. Design & provide documentation of the phone system.
7. Maintain strong technical knowledge of VoIP and voicemail servers and computer telephony integration (basic).

8. Proactively maintain and upgrade the District's telecommunications systems.
9. Ensure accuracy of District telecommunication bills monthly.
10. Focus on client satisfaction and service availability; provide timely communication with end-users regarding the status of all network and computer issues.
11. Responsible for communicating the status of and completing all Helpdesk tickets as assigned.
12. Interact with users in a timely and considerate manner.
13. Maintain and upgrade District technology equipment.
14. Install, setup, and troubleshoot all aspects related to Apple and/or Windows operating systems.
15. Install, configure and upgrade workstations.
16. Set-up applications for the network.
17. Configure network print server, network printers, and necessary drivers.
18. Possess and maintain excellent oral & written communications skills.
19. Provide regular updates on the status of all projects and Helpdesk tickets to the Network Administrator and Supervisor of Educational Technology.
20. Perform any other such duties as assigned and deemed necessary in order to effectively coordinate the program.

SECONDARY PERFORMANCE RESPONSIBILITIES:

1. Assist in the identification and resolution of network related issues.
2. Assist in the maintenance of all server side client/server programs used throughout the District.
3. Investigate and test viable network software solutions to meet the District's technology goals, and needs.

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

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

APPROVED BY: **Board of Education**   **DATE: June 12, 2000**

REVISED: **August 22, 2016; November 22, 2021**