School District of Rib Lake
COMPUTER/NETWORK SUPPORT TECHNICIAN
JOB DESCRIPTION

TITLE: Computer/Network Support Technician
REPORTS TO: District Administrator
INTERRELATIONSHIPS: This position has frequent contact with staff, students, and external
                                    support vendors.

POSITION SUMMARY:

The Computer/Network Support Technician provides service and support to students and district employees in the technology areas of servers, printers, desktops, other devices (chromebooks, iPads, tablets, etc), and networking, as well as educational and administrative software support. This part-time, year-round (12-month) position has frequent contact with staff, students and external support vendors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive.   Other duties may be required and assigned.

- Set-up, install and maintain computer systems
- Install system hardware upgrades
- Install and troubleshoot computer software and ensure software licensing complies with license requirements
- Set-up, install and maintain interactive white boards, audio and video systems, and video projectors
- Set-up, troubleshoot, repair and maintain all devices, computer hardware, printers and peripherals, including acquisition of parts and maintaining related records
- Assist in installing and managing system, network, administrative and instructional software on computers and servers.
- Ensure network hardware/software compatibility.
- Provide end-user support; prioritize and respond to work order requests and maintains related records
- Provide basic training on the care and operation of all devices and network systems
- Coordinate the repair of computer equipment including annual cleaning and preventative maintenance
- Assist in planning, development and installation of district technology-related systems
- Maintain network security and data backup systems
- Maintain an inventory of district-owned and/or licensed computer software.
- Maintain an inventory of district-owned hardware.
- Assist with the annual budget and e-rate funding
- Administration and maintenance of active directory
- Management of email accounts and file servers in the district
- Assist in the maintenance of the district's Library Automation, Special Ed, Student Information and Financial/Accounting systems.

- Stay current in knowledge of state of the art technologies and equipment by means of additional training.
- Contribute to recommendations for school technology improvement.
- Other duties as assigned by the administration

QUALIFICATIONS:
- Minimum of a two-year associate degree in computer technology or equivalent experience in networking or computer technologies preferred.
- Experience in computer hardware and software support.
- Mac OSX preferable. Experience working with network applications is also desirable
- Previous administrative experience in a Windows Active Directory environment is required.
- Ability to monitor, diagnose, troubleshoot and repair software/hardware issues and complete the necessary follow-up steps in an educational environment
- Create software images and packages
- Experience working with and supporting wired and wireless network hardware required. Experience with TCP/IP, Bay switches, Cisco routers, hubs and firewalls desirable.
- Experience in a school setting is preferred but not required
- Must have and maintain a valid driver's license

PERSONAL ATTRIBUTES REQUIRED:
- Must be organized and able to work with detailed records.
- Must be able to communicate verbally and in writing and follow written and verbal instructions.
- Must demonstrate the ability to establish and maintain positive working relationships with other maintenance/custodial employees, district staff and vendors/suppliers/employees.
- Must understand the need for team work, timeliness and safety.
- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with others to accomplish tasks in a positive and productive manner.
- Must be flexible and able to respond to changing priorities, new job assignments and interruptions.
- Must be able to work independently.

ESSENTIAL PHYSICAL/ MENTAL REQUIREMENTS:
- Must be able to stand, walk, climb, crawl or sit for prolonged periods with or without back support
- Must be able to perform heavy physical work, frequently lifting or moving more than 50 pounds
- Must be able to communicate effectively to ask or respond to questions, provide information and assistance
- Must be able to move throughout the buildings and grounds with time spent working indoors and outdoors
- Must be able to reach in all directions, bend/stoop/climb and be able to work in confined areas while maintaining awkward body posture
- Must have dexterity and hand/eye coordination necessary to operate tools, equipment, computers and computer related equipment

- Hearing activity requires the ability to participate in numerous conversations throughout the day in an environment which may be noisy
- Must have the ability to maintain concentration and focus on tasks
- Must be able to follow safely practices at all times

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are primary to the performance of this job, and other job duties include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.