

Arlington School District No. 16  
Job Description

**JOB TITLE: Support Technician**

<b>CLASSIFICATION:</b>	Classified
<b>LOCATION:</b>	Technology Department - District Office
<b>REPORTS TO:</b>	Director of Technology
<b>SALARY:</b>	Per PSE Schedule A

**SUMMARY:** Under the supervision of the Director of Technology, the support technician shall provide technical support to all District users and assist in the overall maintenance and upkeep of all District technology equipment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Assists and coaches District staff in utilizing technology equipment, services, and systems.
- Receives and responds to incoming calls, emails, alerts, or other communications regarding support requests.
- Provides technical support to District students, staff, and parents.
- Troubleshoots, diagnoses, and resolves technology equipment issues.
- Completes regular and thorough documentation of support request resolutions.
- Performs routine updates and preventative maintenance to all user equipment.
- Installs and configures new technology equipment according to departmental standards.

**DEPARTMENTAL DUTIES AND RESPONSIBILITIES** include the following:

- Assists in accurately maintaining the District's technology inventory.
- Provides feedback on equipment, service, and system selections and acquisitions.
- Assists in the development and implementation of the District's technology plan.
- Attends and actively participates in all District and Department meetings.
- Positively represents the District and Department in all interactions.
- Adjusts priorities quickly and respectfully as directed.
- Assumes other duties and responsibilities as assigned by the Director of Technology.

**OTHER SKILLS AND ABILITIES** include the following:

- Solves problems and schedules tasks in an environment of changing priorities and emergency situations with flexibility in adjusting schedule to address emergencies.
- Establishes and maintains effective, professional, and harmonious relationships with supervisor, team members, District staff, students, and general public.
- Maintains regular, clear, and thorough communication with all members of the Department.
- Maintains a working knowledge of current and developing practices, terminology, and principles of educational technology.

- Remains current on existing and emerging technologies.
- Manages multiple tasks and supports a variety of users simultaneously.
- Possess excellent oral and written communication skills for communicating with other technical and non-technical professionals.
- Respects and adheres to protocols handling confidential information.
- Genuinely understands the unique goals and purposes of public education and faithfully fulfills all requirements of the job through that lens.

## **QUALIFICATION REQUIREMENTS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## **EDUCATION and/or EXPERIENCE**

High School Diploma or equivalent

Employment experience with technology equipment, school-based preferred

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Industry certification(s) in technology/computer/device management (preferred)

Valid Washington State Driver's License

## **TECHNICAL SKILLS**

- Current operating systems, preferably macOS, iPadOS/iOS, ChromeOS, and Windows
- VoIP protocols and configurations, preferably NocTel
- MDM protocols and configurations, preferably Jamf Pro and Intune
- Directory protocols and configurations, preferably Azure AD, Active Directory, and Google
- Printing protocols and configurations, preferably Windows Print Server and PaperCut MF

## **LANGUAGE SKILLS**

Ability to read and interpret documents written in the English language such as operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence in the English language. Ability to speak the English language effectively to administration, students, and staff.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, proportions, percentages, and totals and to apply concepts of basic mathematics.

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete and abstract variables.

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to walk, stand, sit; use the hands to handle, finger, or feel objects, tools, or controls; reach with hands and arms; climb; or balance, stoop, kneel, or crouch. Must be able to frequently lift and transport moderately heavy objects (up to 50 pounds) such as computers and peripherals. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

*The work environment conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

There are no unusual environmental conditions. The noise level in the work environment is usually moderate to high.

*The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned.*

October 2023