

FNSBSD JOB DESCRIPTION	
<i>Job Title:</i> School Technology Support Technician	
<i>Supervisor:</i> Executive Director of Technology	<i>Classification:</i> Classified (ESSA)
<i>Days/Months:</i> 12 months	<i>Grade:</i> 9

Job Summary

The school technology support technician provides school level technology support for designated schools. Works periodically at the district’s technology support center answering phones, emails, and providing customer service to walk-ins. Responsibilities include serving as a liaison between school staff and technology resources within the FNSBSD, to include assisting computer and network technicians. Collaborates with instructional and library media staff to support building level technology needs.

Essential Job Functions

Provides general support for classroom computing devices, multimedia projectors, Chromebooks, iPads, Apple TV’s, document camera, SmartBoards, printers, etc., by troubleshooting issues, and helping users with basic instructions on the use of these devices.

Provides support in accessing supplemental instructional software, GoogleDocs, ThinkCentral, Canvas, Typing Agent, Odyssey Math, etc.

Provides support in accessing administrative software, district website, PowerSchool, Milestone, Outlook, Munis, etc.

Provides school support for iPad and Chromebook device management, using centralized Chromebook management software, Apptrack and monitoring inventory of equipment and applications.

Provides school support for managing computer labs and carts, by regularly inventorying equipment, and making sure devices are in working order and software is up to date.

Responds to district-wide information systems work orders and staff related questions.

Non-Essential Job Functions

Performs other job-related duties as assigned.

Equipment Used

Macintosh OSX, PC Windows, document scanners, document cameras, SmartBoards, iPads, Apple TV’s and Chromebooks. Typical office equipment such as telephones, copiers, printers, etc. Software used includes Microsoft Office suite, email systems, web browsers, Google Docs, Adobe Acrobat, PowerSchool Premier, and Munis.

Independent Decisions

Responds to district-wide information systems work orders and staff related questions with answers involving independent decisions based on previous written or oral guidance and job experience. Employs sound judgment to prioritize workflow ensuring timely completion and maximizing school staff and parent satisfaction.

Primary Working Contacts

Daily contact with school administration, teachers, administrative center staff, and other school district personnel.

Responsibility for Cash, Equipment, Safety

Routine care for computer equipment.

Supervision Received and Exercised

None given; supervised by the executive director of information technology.

Unusual Working Conditions

Be capable of lifting up to 25 lbs.

Evaluation

Annual written evaluation.

Physical and Mental Demands

The physical demands of this position require frequent standing, walking, sitting, speaking, and hearing. Requires near vision to write and read printed materials and computer screens. Requires hearing and speaking to exchange information on the telephone or in person. The employee is regularly required to reach with his/her hands and arms and occasionally lift items weighing up to 25 lbs. Must be able to use carts, ladders, dollies, and stools to assist in moving or shelving items. Requires sufficient arm, hand, finger dexterity to operate a keyboard and other office equipment. Repetitive motions with wrists, hands, and fingers may also be required. Additionally, the employee must be able to communicate by oral and written means in an appropriate business manner and have cognitive skills to understand instructions, readily recall facts and details, handle conflict, and make effective decisions under pressure.

The Fairbanks North Star Borough School District is committed to providing reasonable accommodations, according to the applicable state and federal laws, to all individuals with qualified physical or mental disabilities.

Job Qualifications

The following are required:

1. High school diploma or equivalent.
2. Minimum of three (3) years of experience in technology support or related experience.
3. Demonstrated experience in the area of technology support.
4. Experience with desktop operating systems, including Mac OS and MS Windows.
5. Experience working in a team-oriented, collaborative environment.
6. Strong interpersonal and customer service skills.
7. Excellent written and oral communication skills (in English).
8. Good problem solving skills.
9. Must have an understanding of and the ability to maintain confidentiality of staff and student information.
10. Basic knowledge of computer hardware, including Macintosh, PCs, printers, multimedia projectors, SmartBoards, document cameras, iPads, Chromebooks and scanners.
11. Experience with web-based and desktop applications, including Microsoft Office Suite, Student Information Systems (SIS), and enterprise financial systems.
12. Ability to communicate effectively through speech and writing.
13. Ability to absorb new ideas and concepts quickly.

14. Ability to prioritize and execute tasks in a high-pressure environment while remaining self-motivated and self-directed.
15. Hold and maintain a current State of Alaska driver's license.
16. Must be able to provide own transportation to perform school visits.

The following is preferred:

1. One (1) to two (2) years of computer related education.

Additional Job Information

Fairbanks North Star Borough School District employees must possess the ability to read and write in English. This includes the ability to communicate in English with school staff, coworkers, and the public. Employees must also have the ability to comprehend and carry out oral and written directions and understand and follow English instructions and written documents.

The Fairbanks North Star Borough School District is an Equal Opportunity Employer.