



Aberdeen Catholic School System

Information Technology Technician
Job Description 005.54

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Information Technology Technician

EMPLOYMENT TERMS: Part time, flexible hours available

REPORTS TO: Director of Technology

NATURE AND SCOPE (STATEMENT OF RESPONSIBILITIES)

Under general supervision, provide technical software, hardware and network problem resolution to all computer users by performing question/problem diagnosis and guiding users through step-by-step solutions; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed; troubleshoot network printer problems; pass more complex end-user problems on to supervisor; conduct hardware and software inventory database maintenance and reporting; and perform related work as required.

KEY DUTIES AND RESPONSIBILITIES:

1. Identifies, diagnoses, and resolves Level One problems for users of personal computer software and hardware, Chromebooks, school network, the Internet and new computer technology; communicates solutions to end-users.
2. Provides one-on-one end-user problem resolution over the phone for school approved Personal Computer software.
3. Delivers, tags, sets up, and assists in the configuration of end-user PC hardware, software and peripherals.
4. Diagnoses and resolves end-user network or local printer problems, PC hardware problems, email, Internet, dial-in, and local-area network access problems.
5. Coordinates timely repair of PC computer equipment covered by third-party vendor maintenance agreements.
6. Performs minor desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements.
7. Helps install local area network cabling systems and equipment such as network interface cards, hubs, switches, and other technology related pieces of equipment.
8. Assists supervisor in creating materials for end-user frequently asked questions (FAQ's).

QUALIFICATIONS

Knowledge

Desktop operating systems, Chrome OS, various software applications and basic hardware for the PC; principles and theories of network systems and management; Internet technologies and products; basic understanding of electrical safety procedure.

Education

Prefer one year of college level course work or equivalent level of basic knowledge.

Experience

Prefer one year providing end-user phone or in person support for PC's and application software or one year installing, upgrading, troubleshooting and repairing computers.

Communication skills

Excellent verbal skills and a huge degree of patience in working with end users.

Special requirements

Must be able to sit for prolonged periods of time in front of a computer. Must be able to perform physical activities, such as, but not limited to, lifting equipment (up to 50 lbs), bending, standing, climbing or walking.

A background check will be conducted.