
TITLE: Technology Support

QUALIFICATIONS:

1. High School Diploma required or Associates Degree or higher preferred
2. Experience in computer operations, and Local Area Network procedures
3. Such Alternatives to the above qualifications as may be appropriate or acceptable.

REPORTS TO: Assigned Administrator

POSITION RESPONSIBILITY: To provide support, assistance, and maintenance to teachers, staff, and students within ACS to ensure optimal functionality and accountability of technology services, devices, and equipment to effectively implement the school system's mission for technology integration.

JOB DUTIES:

1. Support the overall direction of technology use in the Albertville City Schools.
2. Provide assistance to professional staff related to technology tools used in the district.
3. Assist and support web-based instructional and management software.
4. Assist with imaging and other hardware duplication.
5. Performs operational and support activities on assigned hardware and software.
6. Maintains accurate and complete service logs.
7. Remains current on technology trends and advances to meet end user needs.
8. Provides maintenance of technology assets within the school system.
9. Perform installs, tests, and troubleshoots system hardware/software as needed.
10. Provides recommendations/specifications on configurations, hardware and software.
11. Performs diagnostics, determines, and resolves problems in support and connectivity of hardware in networks both locally and remotely attached.
12. Identifies and evaluates technology device and equipment malfunctions; troubleshoots and performs appropriate repairs for the purpose of restoring devices to functional operating condition.
13. Collaborates with the school's designated inventory clerk in the assignment and issuing of devices to students as well as in the collection of devices from withdrawing students.
14. Enters and updates documentation and tracking information into the IT asset management system to maintain current and accurate records.
15. Performs routine preventative maintenance and recommended/required updates as specified by hardware manufacturers and software programs; installs and removes programs as necessary for proper operation.
16. Responds to a wide variety of inquiries and concerns from teachers, school staff, and students for the purpose of resolving technical support issues and providing information as needed.
17. Utilizes the school district's online maintenance work order management system to enter and update work orders regarding damaged and malfunctioning technology devices.
18. Assists in the implementation of large technology projects as well as in the annual collection and distribution of technology devices within the school district.
19. Assists in preparing devices and equipment in the school as needed for testing.
20. Works with personnel in departments to contribute to an accurate and thorough inventory of instructional technology assets within the assigned school.
21. Participates in a variety of approved trainings and activities to address professional learning needs related to instructional technology.
22. Coordinates with contracted vendors involved in imaging, repair, and device distribution to ensure completion in a timely and effective.
23. Assists with the installation and configuration of operating systems and software for end-user devices to ensure proper operation and functionality, including recommended/required updates as specified by hardware manufacturers and software programs/applications.

24. Assists with planning and scheduling for imaging, patching, service pack installation, and systems maintenance/enhancement for end-user devices to maintain compatibility with current software and/or to fix potential or identified vulnerabilities.
25. Identifies and troubleshoots technology device and equipment malfunctions for the purpose of diagnosing issues and sourcing to the appropriate service provider.
26. Uses the school district's instructional materials asset management system to track and monitor distribution of devices to users and maintain inventory of devices and related warranty information.
27. Updates or maintains security tracking database to assist in recovering lost/stolen devices; secures affected devices related to usage infractions or damage for evidentiary purposes; and provides assistance as requested to appropriate district staff and law enforcement in the investigation of incidents.
28. Performs setup, breakdown, and operation of technology devices in support of scheduled meetings, seminars, and workshops.
29. Participates in a variety of approved staff development activities to address professional learning needs.
30. Assist with receiving equipment delivered to the district and document receipt of goods into an automated purchasing and asset management systems.
31. Inspect shipments of materials, equipment and supplies received to ensure compliance with purchase order specifications. Identify and reports shortages, damages, and other discrepancies.
32. Assign, inscribe, or coordinate affixing identification markings on all Districtwide IT assets.
33. Update the asset management system for acquisitions, transfer, and dispositions of all Districtwide capital assets.
34. Maintain IT asset inventory records and files in accordance with Districtwide policies and procedures and prepares capital asset reports.
35. Plan, coordinate and conduct periodic physical inventories audits of IT assets Districtwide; update records and prepare draft and final reports of inventory.
36. Use scanning devices, bar code technology and spreadsheets to record physical inventory items for audits and upload into asset management system.
37. Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair
38. skills for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
39. Transports a variety of items (e.g., equipment, supplies, etc.) for the purpose of providing materials at ACS locations or transporting equipment for repair.
40. Maintain professional growth and competence through professional development **as per Board Policy 5.5 Personnel – Professional Development.**
41. Adhere to school system rules, administrative procedures, local board policy, and state and federal rules and regulations.
42. Perform other duties as may be assigned.

Essential Duties

Job descriptions are designed and intended only to summarize the essential duties, responsibilities, qualifications, and requirements for clarifying the general nature and scope of a position's role as part of the overall organization. Job descriptions do not list all tasks an employee might be expected to perform and they do not limit the right of the employer/supervisor to assign additional tasks or otherwise to modify duties to be performed – even if seemingly unrelated to the basic job. Every employee has a duty to perform all assigned tasks (an employee who is assigned a duty or task believed to be unlawful should report the assignment to their direct supervisor). It should also be noted the order of duties/responsibilities as listed in the job description is not designed or intended to rank the duties in any order of importance relative to each other.

TERMS OF EMPLOYMENT: 9-Month 10-Month 11-Month 12-Month

EXPECTED WORK DAY: 8 Hours

FLSA STATUS: Non-Exempt

SALARY: According to Albertville City School Board approved salary schedule and determined by rank and experience **as per policy 5.1.2 – Personnel – Special Requirements for the Position**

EVALUATION: Shall be evaluated in accordance with provisions of the Board's policy on Evaluation of Professional Personnel and State Requirements

Reviewed and agreed to by: _____ Date _____
Employee

Principal/Program Coordinator _____
Initials

Human Resource _____
Initials