

TECHNICIAN

CLASSIFICATION:	Bargaining position
IMMEDIATE SUPERVISOR	Tech Center Supervisor
JOB GOAL	To plan, facilitate, and oversee technical support for instructional applications and all end-users in the district.

QUALIFICATIONS:

Demonstrate technical skills/abilities and aptitude for utilization of varied computer software and hardware including but not limited to:

- ATM, Ethernet
- TCP/IP, windows 95/98
- Email, WWW, FTP

Additional skills and abilities include:

Ability to identify needs and lead decisions about software and courseware
Effective oral and written communication skills
Customer oriented

REQUIRED PERFORMANCE RESPONSIBILITIES

1. Coordinate technical support program
 - Oversee the entire technical support program. Priorities will be set, assignments scheduled, repairs and maintenance provided and follow-up monitoring and evaluation conducted.
 - End User Network Connectivity
 - Manage college interns for technical support
 - Oversee the technical support budget
2. Coordinator technology deployment
 - Responsible for the management and scheduling related to the deployment of hardware and software in the classrooms.
 - Work with the liaison to the ISU Professional Development School to facilitate technical support and deployment for ISU interns.
 - Maintain hardware/software inventories
 - End User Connectivity and Printing AS400
3. Manage networked instructional software
Zenworks, NAL

4. Assist with management of wiring closets and switches
5. Manage deployment and provide technical support for telephone system.
6. Technology Training

PHYSICAL REQUIREMENTS

1. Mobility as needed to visit all district buildings
2. Must be able to drive a car to provide transportation suitable to accommodate responsibilities.
3. Lift computer boxes (approx 25-30 lbs.)

WORKING CONDITIONS

1. Considerable in-district travel required.
2. Evening and weekend work may be necessary.

TERMS OF EMPLOYMENT

1. 220 day salaried contract
2. Salary/compensation package commensurate with professional experiences/skills.

REVISED SPRING 2001