

Job Title	IT Technician		
Reports to	Endpoint Administrator	Supervises	N/A
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Eligible for remote work
Revision Date	March 2025	Compensation Band	A3
Working Hours	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
Required	Background & driver license check		

Job Overview
Under moderate supervision within established procedures, this position works with the Endpoint Administrator to install, maintain, and repair endpoint computer hardware, software, peripherals, and mobile devices. Prioritizes and responds to requests for service as assigned, following established procedures.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have three years of increasingly responsible technology support experience, including installation, maintenance, and repair of computer equipment. The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to District services.
	Communicate effectively with staff and customers
	Establish and maintain successful team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds.
	Follow directions and work quickly and accurately to meet deadlines.
	Gather and analyze data and prepare reports.
	Handle multiple assignments and meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services.
	Maintain confidentiality of information
	Model behavior for high levels of service.
	Organize and maintain records and files
	Provide technical assistance to customers of varying levels of technical expertise and aptitude.
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings.
	Use initiative, problem-solving skills, and sound judgement
	Use of a variety of computer software programs and equipment to perform duties
	Utilize best practices to maintain device and network security
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Library services and resources
	Maintaining and repairing computer hardware
	Microsoft Office and other software applications
	Proper installation of CAT6 and higher cabling
	Troubleshooting computer hardware and software
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes.

Job Duties

The duties listed are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Follows established procedures to install, maintain and/or repair computer hardware/software and peripheral equipment, including printers and mobile devices. Performs routine maintenance. Troubleshoots hardware and software problems. Collaborates with the Endpoint Administrator on complex problems.

As a member of the Information Technology team, works with others in the department to respond to Helpdesk requests by providing hardware and software assistance; to include troubleshooting and hardware repair. Maintains Helpdesk records. Answers telephones and refers calls as needed.

In addition, this position may:

- Recommend computer hardware, software, peripheral equipment, and mobile devices for purchase
- Administer subsystems and mobile device management services
- Assist with technology-related programming and training initiatives as assigned

Enforces the Code of Conduct

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary

In addition, this position may:

- Clean & disinfect individual and common work areas
- Perform seasonal tasks such as shoveling snow and spreading ice melt

Performs other duties as needed or as directed

Work Environment

Work is performed in an office environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift, or move up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or box truck.

Psychological Demands

Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues