

PARSIPPANY-TROY HILLS TOWNSHIP SCHOOLS

JOB DESCRIPTION

TITLE: Computer Technician

REPORTS TO: Manager of Technical Support

JOB GOAL: This position provides day-to-day technical support, advice, and service to the district staff. Main responsibilities are investigating, analyzing and resolving technology related issues and inquiries reported by end-users.

QUALIFICATIONS:

- Knowledge of various platforms deployed throughout the organization including Mac, Windows, iOS, and Chrome OS
- Ability to diagnose, troubleshoot, and resolve hardware, software, and network connectivity issues including interactive whiteboard technologies
- Ability to resolve issues using remote technologies, including Apple Remote Desktop and VNC
- Demonstrates professionalism by being courteous, responsive, and by treating others respectfully and using mature judgment when deciding what and how to communicate
- Willingly acts as a resource to the entire department and cooperates with other department members to accomplish work
- Ability to learn and apply new technologies as required
- Must be self-motivated with the ability to work independently
- Must be able to communicate effectively orally and in writing
- Should have experience in a school setting
- Required criminal background check and proof of US citizenship or legal resident alien status

PERFORMANCE RESPONSIBILITIES:

1. Responds to Help Desk tickets as assigned.
2. Provides on-site support in various locations.
3. Performs projects as assigned by Manager of Technical Support.
4. Installation of hardware, software, and peripheral devices.
5. Makes every attempt to address issues before escalating issue to Senior Computer Technician.

6. Provides asset management for hardware and peripherals.
7. Creates and maintains documentation for knowledge base.
8. Works cooperatively with others and accepts direction from supervisors.
9. Participates in professional development and technical training as necessary to maintain and upgrade skills.
10. Performs such other duties that may be assigned.

Approved: May 22, 2014