

PARSIPPANY-TROY HILLS TOWNSHIP SCHOOLS

JOB DESCRIPTION

TITLE: Senior Computer Technician

REPORTS TO: Manager of Technical Support

JOB GOAL: This position provides technical solutions to automate tasks and resolve end-user issues and inquiries reported by TSS technical staff. Responsibilities also include supporting district technology projects, and administration of desktop management tools.

QUALIFICATIONS:

- Knowledge of various platforms deployed throughout the organization including Mac, Windows, iOS and Chrome OS
- Must possess technical certification and/or technical degree; Apple Certified Technician preferred
- Troubleshoot, repair and maintain hardware, software, peripheral devices and network issues
- 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 helpdesk tickets as escalated by computer technicians
2. Provides on-site support in various locations when needed
3. Maintains Apple certifications as required for Apple repairs
4. Performs hardware repairs for all Apple devices in the district
5. Uses Apple Global Service Exchange (GSX) self-servicing account to initiate and monitor all repairs and adhere to policies and return timeframes set by Apple
6. Makes every attempt to address issues before escalating ticket(s) to network administrator and managers
7. Performs projects as assigned by Manger of Technical Support and Manager of Network Operations

8. Provides support for administrative and TSS software and hardware including but not limited to: Mobile Device Management systems, OS X server management, Google Apps for Education Management, Surveillance camera and software management
9. Creates Network Software installs
10. Manages print servers and software
11. Creates and manages VDI image updates
12. Creates and maintains documentation for knowledge base
13. Works cooperatively with others and accepts direction from supervisors
14. Participates in professional development and technical training as necessary to maintain and upgrade skills
15. Performs such other duties that may be assigned

Approved: May 22, 2014