



MORAGA SCHOOL DISTRICT – HUMAN RESOURCES

Title: Information Technology (IT) Support Technician

Reports to: Director of Technology

Work Year: 12-month position

Salary Range: 11

Definition:

Under the direction of the Director of Technology, and/or IT Network Manager, deploy, service, repair, maintain and troubleshoot district student and staff computers, software, printers and peripheral equipment, and assist in maintaining network hardware and software; install and upgrade software as necessary; and perform related work as required.

Representative duties:

- Provide IT support on site or remotely.
- Troubleshoot, maintain and repair hardware (desktops, mobile devices and peripherals).
- Troubleshoot, install, and upgrade software.
- Utilizing Help Desk system, maintain, fulfill and document prioritized support requests.
- Adhere to policy and procedures.
- Create and revise knowledge base documentation.
- Set-up and deploy new computers utilizing automated deployments.
- Attend trainings as required.
- Maintain a hardware and software inventory as assigned.
- Perform related duties as assigned.

Ability to:

- Troubleshoot hardware and software.
- Implement new software and services while advancing technical knowledge.
- Train faculty on use of software and hardware in both office and classroom situations.
- Work with vendors and vendor support in ordering and supporting district hardware and software.
- Prioritize and schedule support requests effectively.
- Meet schedules and timelines.
- Plan and organize work, including larger projects.
- Work independently and multi-task.
- Establish and maintain cooperative and effective work relationships.



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Knowledge of:

- Procedures to install, repair, and upgrade district software programs.
- In-depth knowledge of common and current district operating systems.
- Automated deployment, group policy and network infrastructure.
- Local area networks and web based applications.
- Safe work practices related to tools, equipment, and electricity

Skills

- Effective oral and written communication.
- Correct English usage, spelling, grammar and punctuation.
- Operate and properly care for hand and power tools

Education:

- Any combination equivalent to: two years of college level coursework in computer science, information systems or related field.
- Preference will be given to those with relevant professional experience and or college courses in computer science and or related fields.
- AA Degree or vocational degree is highly desirable.

Experience:

- Recent experience in information technology support and service.
- Two years of experience in network maintenance, installation and repair.

Physical Requirements: Requires mobility of arms to reach and dexterity of hands to grasp and manipulate small objects (keyboards, telephone, common office machines); requires vision (which may be corrected) to read small print; requires the mobility to stand, walk, stoop, reach, crouch, crawl, kneel, and bend; requires lifting, pushing and or pulling equipment, supplies and packages which do not exceed 50 pounds. While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear.