

**Essex Westford School District ("EWSD")**  
**Job Description**

<b>JOB TITLE:</b>	<b>Computer Technician/User Support Specialist (Tech 1)</b>
<b>PAY GRADE</b>	<b>9</b>
<b>FLSA STATUS:</b>	Non-exempt
<b>WORK CALENDAR:</b>	12-month
<b>UPDATED:</b>	5/15/2024

**POSITION OBJECTIVES:**

To perform a variety of specialized support functions, related to education technology being used in the classroom to serve teaching and learning. This encompasses supporting computers, both in the hands of students and teachers as well as administrators. It also means supporting devices that serve a peripheral function in the technology realm in the building. This may include, but is not limited to printers, cameras, various online systems, cabling and light networking as well as supporting software where applicable. This position works closely with Lead Technicians as well as Network Administrators. The position serves as a part of a school's ecosystem, working closely with all staff.

**ESSENTIAL FUNCTIONS:**

The following duties and responsibilities are required as part of the job. Other duties may be assigned:

- Installs and performs repairs to hardware, software, and peripheral equipment, following design or installation specifications.
- Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
- Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, cameras, visual aids, and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.
- Troubleshoots problems with computer systems, including troubleshooting hardware and software, email, network and peripheral equipment problems; makes repairs and corrections where required.
- Acts as a technical resource in assisting users to resolve problems with equipment and data; implements solutions or notifies next tier support or works with outsource providers as required.
- Oversees the daily performance of computer systems in classrooms. (e.g. cleaning and maintenance).
- Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
- Maintains and updates district technology hardware inventory in the District's current inventory system, Incident IQ.
- Processes support requests using ticketing software and keeps detailed records of problems and their corresponding resolutions.
- When needed to, helps support a centralized help desk to facilitate exchange of information and advice as needed.
- Connects, disconnects, and moves all technology related equipment.
- Removes, reuses, or recycles electronic equipment in an environmentally friendly manner.
- Reads technical manuals, refers to online resources, confers with users, and conducts computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Creates support documentation for staff on how to properly use district software or devices.
- Confers with staff, users, and management to establish requirements for new systems or modifications.
- Assists in developing procedures for common technology tasks, and adheres to them in daily tasks.

- Refers major hardware or software problems or defective products to the Lead Technician.
- Works cooperatively with co-workers, faculty, staff, administrators and students under the direction of the Director of Technology and Innovation.
- Assists Lead Technicians, and when required Network Administrators, with the planning, design, research and acquisition of new or upgraded hardware and software systems.
- Actively checks in with teachers and staff, being proactive about discovering and resolving technology issues that arise.

#### **SUPERVISION RECEIVED:**

Reports to, receives direction from, and is evaluated by the Director of Technology and Innovation with input from the Network Administrators. Receives technical and general administrative direction from Network Administrators or other senior staff members.

#### **SUPERVISION EXERCISED:**

No direct supervisory responsibility. May assist with training and directing junior interns.

#### **QUALIFICATIONS:**

To qualify for this position, an individual must be able to perform each essential duty outlined above and meet the following qualifications/competencies. Folks without the preferred or desirable qualifications listed below (as noted) are still encouraged to apply if they believe they have the lived experiences and disposition needed to be successful:

Qualification/ Competency	Description
<b>Training &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree or equivalent experience in computer science, electronics, media or other appropriate discipline. Alternatively, a combination of education and experience from which comparable knowledge and skills are acquired is acceptable. Ideal candidates will have some level of technology integration experience in school systems. Candidates with database experience add to applicability in this position.</li> </ul>
<b>Certifications/ Licenses</b>	<ul style="list-style-type: none"> <li>• Valid Vermont Driver's License and clean driving record required.</li> <li>• A+ Certification desirable or able to achieve on the job.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Windows operating systems, Google Drive and environs, any relevant school related software systems or equivalent type in other fields. Working knowledge of basic computer operation and support therein. Strong and willing problem solving aptitude is desired.</li> </ul>
<b>Technology Skills</b>	<ul style="list-style-type: none"> <li>• Working knowledge of computer hardware, software and peripherals such as laptops, Chromebooks, monitors, cables, printers, and other current hardware technologies or ability to train up in deficiencies. Ability to effectively troubleshoot and solve hardware and software problems. Proficient with Google Education Suite, some knowledge of Microsoft Office 365, projectors, large display monitors/ TVs and other media systems. Some knowledge of A/V practices desired.</li> <li>• Ability to work with/train users on various applications, systems, processes, in an education environment, working in and amongst a school schedule and its inherent nuances.</li> </ul>

	<ul style="list-style-type: none"> <li>Proficient computer skills. Able to effectively and efficiently use a laptop, and/or desktop computer, chiefly in Windows operating systems and work in a variety of online systems, create documentation, work with simple spreadsheet applications and interact in a wide variety of programs.</li> </ul>
<b>Travel Requirements</b>	<ul style="list-style-type: none"> <li>This position is expected to travel between work locations using their personal vehicle. The district will reimburse the employee for mileage at the IRS approved rate.</li> </ul>

<b>Skills and Abilities</b>	<b>Description</b> We are also seeking candidates with the following skills and abilities:
<b>Quality of Work</b>	High accuracy and attention to detail. Resourceful. Demonstrated ability to effectively use technology and systems needed to perform work duties. Good work ethic. Able to meet school/district performance expectations.
<b>Organization and Planning</b>	Strong organizational skills. Able to effectively prioritize tasks. Good time management skills.
<b>Accountability</b>	Reliable, responsible, visible and dependable. Able to effectively work without specific direction, and with minimal supervision. Able to follow through on commitments and take responsibility for own action.
<b>Communication Skills</b>	Good oral, written and non-verbal communication skills. Good listening skills. Able to read, write and comprehend emails, memos, routine reports, operating practices, procedure manuals and other business documents. Communication is timely, courteous, respectful and tactful. Excellent listening skills. Able to present information to and effectively respond to questions from others. Able to communicate efficiently and effectively with a wide variety of individuals. Ability to write routine reports and correspondence.
<b>Adaptability</b>	Versatile and capable of handling diverse assignments. Able to effectively work under pressure and adapt and respond to changing situations. Resilient. Effectively accepts constructive criticism. Able to handle stress effectively.
<b>Initiative</b>	Motivated, innovative and creative. Driven to identify improvements to systems and practices to increase efficiency and effectiveness. Looks for what needs to be done rather than waiting to be told. Thinks “outside the box” for new and innovative solutions. Proven ability to work effectively without specific direction, and with minimal supervision.
<b>Problem Solving Skills</b>	Demonstrates good reasoning and analysis skills. Able to effectively identify, analyze and solve problems to make reasonable decisions. Able to effectively use discretion and independent judgment. Good critical thinking skills. Able to resolve issues in a fair, equitable and timely manner.
<b>*Teamwork &amp; Interpersonal Skills</b>	Works cooperatively, supportively and effectively with others. Contributes towards building a positive team spirit. Effectively collaborates with others. Able to promote and/or contribute to a positive, friendly, respectful, inclusive and professional work environment/culture. Interacts with others in a friendly, helpful, respectful, tactful and positive manner. Treats others with

	courtesy, dignity and respect. Good conflict resolution skills. Able to build professional relationships with a variety of individuals.
<b>*Emotional Intelligence</b>	Demonstrates self-awareness, self-management, social-awareness and empathy towards others. Effectively manages their own emotions. Reacts well under pressure. Maintains a positive attitude in challenging situations.
<b>*Cultural Competence</b>	Treats others with dignity and respect regardless of their cultural background, beliefs or position. Appreciates the customs, beliefs, and traditions of others. Able to effectively work in a diverse work group and respects and values multiple perspectives and opinions. Accepts opinions and experiences that are different from their own; is curious about the perspective of others. Supports and/or helps to promote an inclusive culture. Able to support the District's <a href="#">Equity policy</a> .
<b>Professional and Ethical Practices</b>	Able to maintain confidentiality. Presents a professional image. Able to maintain a high level of competence and integrity. Open, honest, trustworthy, and transparent. Ability to maintain consistent work practices, and is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
<b>Safety</b>	Able to effectively recognize, manage and help resolve/mitigate workplace hazards. Able to effectively help enforce school/district rules for safety and behavior.

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<b>Frequency</b>	<b>Code</b>	<b>Description</b>
<b>Sometimes</b>	<b>S</b>	activity may exist sporadically, but not on a consistent basis.
<b>Occasionally</b>	<b>O</b>	activity exists on a consistent basis for less than 1/3 of the time
<b>Frequently</b>	<b>F</b>	activity exists from 1/3 of the time up to 2/3 of the time
<b>Constantly</b>	<b>C</b>	activity exists for 2/3 or more of the time
<b>Not Applicable</b>	<b>NA</b>	activity is not present in the position

### **PHYSICAL EFFORT AND STRESS.**

Employee must have the physical ability to perform the essential functions of the job as outlined above, in addition to the following (Indicate appropriate code from above):

	<i>Frequency Code</i>		<i>Essential</i>	<i>Not Essential</i>
SITTING	O		x	
STANDING	F-C		x	
WALKING	F-C		x	
SEEING	C		x	
HEARING	C		x	
TALKING	C		x	
DEXTERITY (hands/fingers)	C		x	
USE OF COMPUTERS AND EQUIPMENT	C		x	
LIFTING				
up to 10 lbs.	O		x	
10-25 lbs.	O		x	
25-50 lbs.	O		x	

50-100 lbs.	S		x
100+ lbs.	NA		x
CARRYING			
up to 10 lbs.	O	x	
10-25 lbs.	O	x	
25-50 lbs.	O	x	
50-100 lbs.	S		x
100+ lbs.	S		x
BENDING/SOOPING	F	x	
PUSHING/PULLING	O	x	
TWISTING	F	x	
CLIMBING	O	x	
BALANCING	O	x	
CROUCHING	O	x	
KNEELING	O	x	
CRAWLING	S		x
REACHING (i.e., overhead)	F	x	
HANDLING	C	x	
DRIVING	O-F	x	
REPETITIVE MOVEMENTS (hands, feet)	O	x	
MANAGING STRESS	F	x	
RESOLVING CONFLICTS	S		x

[Click here](#) for a definition of each of the physical demands listed above

#### **WORKING CONDITIONS/ENVIRONMENTAL FACTORS:**

All conditions common to a construction site for residential housing including, but not limited to, the following (Indicate appropriate code from above):

	<i>Frequency Code</i>
EXPOSURE (dust, dirt)	F-C
EXPOSURE (extreme heat – non-weather, flames)	O
EXPOSURE (extreme cold – non-weather)	NA
EXPOSURE (fumes, odors)	S
EXPOSURE (viruses, infectious diseases)	C
EXPOSURE (water)	S
EXPOSURE (hazardous equipment)	C
EXPOSURE (chemicals, hazardous materials)	S
UNEVEN TERRAIN	O
OUTDOOR WEATHER CONDITIONS	O
VIBRATION/NOISE	F
HEIGHTS	O-F

#### **OTHER DUTIES AND QUALIFICATIONS:**

This general outline illustrates the type of work, which characterizes the Job Classification. It is not designed to cover or contain a comprehensive listing of activities, duties, responsibilities and qualifications that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**NON-DISCRIMINATION:**

EWSD is committed to maintaining a work and learning environment free from discrimination. Employment decisions are based on merit and business needs, and not on the basis of race, color, ancestry, religion, gender, age, marital/civil union status, national origin, sexual orientation, place of birth, citizenship, veteran status, disability, gender identity, genetic information or other protected class as defined and required by state and/or federal laws.