



## SECTION I: GENERAL INFORMATION

<b>Position Title:</b> IT Support Technician	<b>Department:</b> Technology
<b>Immediate Supervisor's Position Title:</b> IT Director and IT Coordinator	<b>FLSA Status:</b> Non-Exempt
<b>Job Summary:</b> Worthington School District 518 is seeking an IT Support Technician to provide first-tier support for the implementation, maintenance, and troubleshooting of iPads and other classroom technology used in K-12 educational programs. This position will play a key role in supporting staff and students by assisting with the initial setup, distribution, and maintenance of all learning devices across a dual-platform environment. The IT Support Technician will collaborate with administrators, district directors, coordinators, teaching staff, and support personnel to stay informed on emerging trends in educational technology and ensure the effective integration of technology into the learning environment. This position also requires in-person coverage for district activities and operates on a rotating schedule to provide on-site support for events such as after-school programs, school board meetings, conferences, athletics, performing arts events, and other district functions. The position involves working an alternate shift approximately two to three times per month.	

## SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works collaboratively with the Technology Department.
- Aid in inventorying, setting up and loading software programs on all devices.
- Assist in maintain network and device security along with account management.
- Trouble shoot, repair, and maintain all electronic devices.
- Reinforce the distribution and collection of the devices throughout the year.
- Work with media, students, staff, and administration whenever needed.
- Maintain/coordinate the operation of the High School video board as well as develop further aspects of use and implementation.
- Maintain/coordinate the district's presence on Facebook as a part of the district web site oversight.
- Perform other duties relevant to systems management and/or as assigned.
- Provides technical support for students and staff.
- Diagnoses technical problems.
- Researches and identifies appropriate solutions.
- Organizes and prioritizes technical support schedule.
- Maintains troubleshooting documentation.
- Maintains contact with staff and students to ensure quality level of support.
- Interacts with users in non-technical, clear terms.
- Adheres to and enforces policies, rules and regulations relating to technology use.
- Coordinates moving, installation and setup of technology, classroom technology, audio visual, telephones and peripheral equipment.
- Loads and installs software.
- Repairs technology equipment.

- Determine reassigning or surplus of outdated equipment.
- Creates, tests, and implements user profiles, accounts, and e-mail accounts for the network.
- Maintains and updates network logins, including changing passwords, setting up classes and assisting staff and students who are unable to logon to the network.
- Develops, maintains, and troubleshoots databases for network and web-based software.
- Assists the Network Administrator in maintaining the networks including installing network cards and cabling, server installations, basic troubleshooting and maintaining server backups.
- Evaluates network needs for staff and students; recommends networking software/hardware components.
- Researches technical manuals, guides, web sites and user groups.
- Contacts vendors to answer user questions and solve technical problems.
- Performs diagnostics on technology and related equipment.
- Maintains an accurate inventory of hardware and software that belongs to the district and to individual schools in the district.
- Must be able to travel between district buildings and event locations as needed.
- Other duties as assigned.

### SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

<b>EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:</b>			
<b>REQUIRED EDUCATION/TRAINING (Choose one)</b>		<b>DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)</b>	
	less than high school diploma		
X	High school diploma or GED.		
	1 year college		2 years college
	3 years college		4 years college
<b>Training and Experience:</b> <ul style="list-style-type: none"> <li>• Progressively responsible technical support experience</li> <li>• Understanding of support for the district's educational system</li> <li>• Appropriate skills in teaching students as well as educators and other adults</li> <li>• Awareness of curriculum, curriculum development and school reform</li> <li>• Comprehension of testing and assessment.</li> </ul>			

	<b>1<sup>st</sup> year graduate level</b>	<b>Essential knowledge and specialized subject knowledge required to perform the essential functions of the job:</b> <ul style="list-style-type: none"> <li>• Principles and operation of the Internet</li> <li>• Network (hardware and software knowledge) infrastructure</li> <li>• Various computer platforms and operating systems</li> <li>• Standard software application programs including database, spreadsheets, word processing, and desktop publishing</li> <li>• Educational software</li> <li>• Online testing applications</li> </ul>
	<b>2nd year graduate level</b>	
	<b>Doctorate level</b>	

**Required Work Experience in Addition to Formal Education/Training:**

Any combination of education and training which demonstrates the ability to perform the duties and responsibilities as described.

<b>LICENSE/ CERTIFICATION</b>	<b>Identify licenses/certification required upon hiring:</b> Valid Driver's License and the ability and willingness to travel on work assignments
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<b>ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK</b>	<b>Skill and Ability to:</b> <ul style="list-style-type: none"> <li>• Work with district databases and reporting</li> <li>• Research technical manuals and guides to respond to questions and solve problems</li> <li>• Analyze and diagnose malfunctions and problems related to technology equipment and software</li> <li>• Prioritize requests, organize, schedule, and coordinate a variety of activities and projects</li> <li>• Learn new software</li> <li>• Adapt to changes in technology</li> <li>• Work independently and as a team member</li> <li>• Establish and maintain cooperative working relationships with those contacted during the course of work</li> <li>• Pleasant and polite in dealing with students, parents, staff, and the public</li> <li>• Exhibits discretion and confidentiality in all matters</li> <li>• Demonstrates poise and composure in difficult situations</li> <li>• Attend appropriate workshops and training sessions</li> <li>• Maintain discretion and professionalism when accessing confidential records and/or data</li> </ul>
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<b>RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS</b>
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Titles of Positions Directly Supervised	# Of Employees
None	
<b>TOTAL</b>	0

INDIRECT SUPERVISION:	
Number of employees indirectly supervised: None	Total: 0

<b>HAZARDOUS WORKING CONDITIONS:</b> <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted</i>	<b>Unusual or hazardous working conditions related to performance of duties:</b> Work is performed in a typical school district setting where the employee is exposed to minimal environmental or physical hazards or risks associated with performing the requirements of the job. This position requires periodic travel between school buildings; employees must have valid driver's license and access to reliable transportation.
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PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
<u>Employee is required to:</u>	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		X		
Walk		X		
Sit			X	
Use hands dexterously (use fingers to handle, feel)				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop/kneel/crouch or crawl		X		
Talk or hear				X
Taste or smell	X			
Physical (Lift & carry): up to 10 pounds			X	
up to 25 pounds		X		
up to 50 pounds	X			
up to 75 pounds	X			
up to 100 pounds	X			
more than 100 pounds	X			

<b>PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities</b>
<b>Physical requirements associated with the position can be best summarized as follows:</b>
<b>Light Work:</b> Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects in the performance of the job.

*This description describes the general nature and work expected of an individual assigned to this position. Employees may be required to perform other job-related duties as requested by their supervisor. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

**Equal Employment Opportunity Policy**

Worthington ISD 518 provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.