JD26-13

TECHNOLOGY SYSTEM TECHNICIAN

Seaman USD 345 - Job Description

PURPOSE

The Technology System Technician provides technical support for district technology systems, equipment, and software to ensure reliable and effective technology operations that support student learning and district functions. This position installs, configures, maintains, and troubleshoots computers, devices, software, peripherals, and related technology while assisting with routine system administration, user account management, network connectivity, and equipment inventory.

The Technology System Technician provides timely assistance to district technology users and supports the implementation of technology solutions that improve efficiency, accessibility, and system reliability. To accomplish these tasks, the Technology System Technician must work closely with students, staff, administration, and other members of the Technology Department of Seaman Schools.

RESPONSIBLE TO:	Director of Technology
CLASSIFICATION:	Non-Exempt/Classified
DATE:	November 2026

QUALIFICATIONS

1. High school diploma or equivalent.
2. Technical training, associate degree, or relevant experience in information technology, computer systems, or a related field preferred.
3. CompTIA A+, Network+, or equivalent technical certifications or experience preferred.
4. Experience installing, maintaining, troubleshooting, and supporting computers, operating systems, software, and peripheral devices preferred.
5. Knowledge of basic networking concepts, user account administration, device management, cybersecurity practices, and technology support procedures.
6. Strong technical troubleshooting, organizational, communication, and problem-solving skills.
7. Ability to work independently and collaboratively, prioritize multiple tasks, and provide effective technical support to users with varying levels of technology experience.
8. Ability to learn and adapt to changing technologies, maintain confidentiality, and demonstrate a commitment to professional growth.

ESSENTIAL FUNCTIONS

1. Knowledge, Skills and Abilities

- **A.** Demonstrate knowledge of computer hardware, operating systems, software applications, peripherals, and related technology systems.
- **B.** Install, configure, maintain, update, and troubleshoot district technology equipment, software, and devices.
- **C.** Provide timely and effective technical assistance to students, staff, and administrators through established technology support procedures.
- **D.** Diagnose and resolve hardware, software, connectivity, and user-related technology issues, escalating complex problems to appropriate personnel when necessary.
- **E.** Assist with the setup, deployment, configuration, maintenance, and replacement of district technology devices and equipment.

F. Perform routine system administration tasks, including user account maintenance, authorized access management, password assistance, and basic system configuration in accordance with assigned responsibilities and district procedures.

G. Troubleshoot basic network connectivity issues, including wired and wireless connections, and collaborate with appropriate personnel to resolve advanced network or system problems.

H. Maintain accurate technology inventory, equipment records, support documentation, and assigned technology resources.

I. Demonstrate knowledge of appropriate cybersecurity practices, data protection, software updates, access controls, and district technology security procedures.

J. Communicate effectively with district personnel, provide clear technical guidance, and maintain positive working relationships with technology users.

K. Organize and prioritize support requests, assigned projects, and ongoing maintenance activities while meeting established deadlines.

L. Demonstrate professionalism, sound judgment, adaptability, confidentiality, and compliance with applicable laws, technology procedures, and district policies.

2. Physical Requirements/Environmental Conditions

A. Ability to sit, stand, walk, bend, stoop, kneel, reach, and move throughout district buildings and work areas as required.

B. Ability to operate computers, technology equipment, hand tools, and other devices necessary to perform assigned duties.

C. Ability to lift, carry, push, pull, and move technology equipment, materials, and supplies weighing up to 40 pounds as required.

D. Ability to access and work around computer workstations, equipment storage areas, and technology installations while following established safety procedures.

E. Ability to work in environments with varying noise levels, frequent interruptions, and competing technical support needs.

F. Ability to travel between district buildings and other assigned locations and occasionally work outside regular business hours when necessary.

G. Ability to maintain composure, exercise sound judgment, and respond appropriately to time-sensitive technical issues and stressful situations.

H. Requires regular attendance and/or physical presence at the job.

GENERAL RESPONSIBILITIES

1. Provide technical support to district students, employees, and administrators by diagnosing and resolving hardware, software, device, and related technology issues.
2. Install, configure, maintain, update, and troubleshoot district computers, operating systems, software applications, printers, peripheral devices, and other assigned technology equipment.
3. Assist with the deployment, setup, relocation, replacement, and retirement of district technology equipment in accordance with established procedures.
4. Provide support for classroom and instructional technology, including student devices, staff computers, displays, presentation equipment, and other approved educational technology.
5. Respond to, document, prioritize, and resolve technology support requests through district-approved support procedures and systems.
6. Perform routine system administration tasks, including user account creation, modification, deactivation, password assistance, and assigned access management responsibilities in accordance with authorized procedures.
7. Troubleshoot wired and wireless network connectivity issues, assist with basic network equipment support, and collaborate with Technology Department personnel to resolve more complex network and system problems.
8. Maintain accurate records of district technology inventory, including equipment assignments, device configurations, software information, and equipment status.
9. Assist with district technology projects, including equipment upgrades, system implementations, device deployments, and scheduled maintenance activities.
10. Follow district cybersecurity practices, acceptable use policies, data protection procedures, and technology security requirements while promptly reporting suspected security concerns.

11. Assist with the evaluation, testing, and implementation of new hardware, software, and technology solutions as directed by the Director of Technology.
12. Collaborate with teachers, administrators, and district personnel to identify and resolve technology issues that affect instruction, communication, and district operations.
13. Maintain accurate technical documentation, provide appropriate guidance to users, and communicate recurring problems or recommended improvements to Technology Department personnel.
14. Participate in technology training, department meetings, professional development, and other assigned activities to maintain technical knowledge and improve support services.
15. Follow district policies, technology procedures, confidentiality requirements, and health and safety guidelines, and perform other duties as assigned by the Director of Technology consistent with the position.

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required. Duties, responsibilities, and activities may change at any time with or without notice.