

**SAN DIEGO UNIFIED SCHOOL DISTRICT**

**POSITION DESCRIPTION**

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<b>TITLE:</b>	Integrated Classroom Technology Support Technician	<b>REPORTS TO:</b>	Assigned Supervisor
<b>DEPARTMENT:</b>	Integrated Technology Support Services	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Non-Exempt	<b>SALARY GRADE:</b>	042 OTBS
<b>ISSUED:</b>	October 28, 2014		

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**BASIC FUNCTION:**

Provide technical support of various components found in interactive technology classroom environments; diagnose and resolve issues related to interconnected mobile computing devices, audio, visual, and other formative assessment technologies used across the curriculum; analyze and correct problems with assigned systems and associated components; interface with in-house ticket tracking system and organize work to meet expected customer response times.

**REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)**

**E = Essential Functions**

Troubleshoot and resolve issues with a variety of complex equipment in a multi-vendor environment, including interactive whiteboards, Windows and Apple computers, printers, document cameras and related peripherals. **E**

Troubleshoot and isolate problems of classroom computers and printers and determine if problem is related to hardware, software, or connection (LAN/WAN). **E**

Make corrections or contact appropriate district support staff or appropriate vendors for resolution to problems. **E**

Use defined processes to reload/reimage teacher and student computer devices where/when applicable. **E**

Install and configure teacher and student devices where/when applicable. **E**

Follow up on ticket incidents and service requests from users for changes or additions to closure within department guidelines. **E**

Provide technical assistance and guidance to staff in the operational aspects of classroom technology. **E**

Communicate with various site personnel to coordinate work performed, exchange information and resolve issues and concerns. **E**

Support and implement district standards during course of work. **E**

Keep abreast of new technologies and products in the Integrated Classroom Technology field. **E**

Perform related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:**

A combination equivalent to graduation from high school, supplemented by higher-level course work in computer software, information systems, or other related field; and three years of increasingly responsible experience working as a computer support technician with a variety of computer equipment, operating systems, multi-media devices and related peripherals.

**LICENSES AND OTHER REQUIREMENTS:**

Possession of a valid California driver's license and availability of a vehicle capable of occasionally transporting computers, and similar related equipment (mileage expense allowance provided).

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Extensive hardware and software applications, including Windows-based and Apple hardware systems, components, and operating systems.

Configuration/installation of networked hardware and software of staff/student devices.

Technical aspects of field of specialty.

Interpersonal skills using tact, patience and courtesy.

Basic copyright laws.

Reading and writing English communication skills.

**ABILITY TO:**

Perform technical work in the installation, setup, operation, maintenance, diagnosis of Windows-based and Apple hardware, interactive whiteboard systems, and related peripheral equipment.

Analyze, define and correct hardware problems in a multi-vendor environment.

Continuously improve job skills via, but not limited to; formal training, informal or indirect training from other staff, on the job training.

Understand and follow oral and written instructions.

Communicate effectively orally and in writing.

Establish and maintain effective working relationships with others.

Work independently and as a member of a team.

Plan and organize work.

Meet schedules and time lines.

Maintain records.

Read, apply, and explain rules, regulations, policies, and procedures.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor office or classroom setting.

**PHYSICAL REQUIREMENTS:**

Hearing and speaking to exchange information; seeing to perform assigned duties; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; occasionally lifting heavy objects.