Litchfield School District - SAU 27

POSITION TITLE: IT SUPPORT TECHNICIAN	
Job Description Approved By: ***Litchfield School Board***	**Date:** ***6/24/09***
General Purpose:	To support the operations of the Litchfield School District's technology needs as assigned by the Technology Director.
Reports to:	Technology Director

POSITION DUTIES AND RESPONSIBILITIES:

Except as specifically noted, the following functions are considered essential to this position:

- Provide technical and application support to teachers, administrators, staff and students
- Maintain the help desk system utilized for all technology-related support issues
- Create and maintain documentation for existing and new systems
- Configure and perform backups and ensure ability of data recovery
- Maintain detailed inventory list of all technology items in the District
- Assist in the installation and configuration of technology systems, software and technology devices
- Provide webmaster support for District and school websites
- Provide emergency support when needed
- Provide backup support for the District's network configuration and systems to assist the Technology Director in maintaining network availability
- Monitor internet filter system
- Train staff on technology-related topics
- Assist Technology Director with ongoing and future projects
- Perform other task and assume other responsibilities as may be assigned by the Technology Director.

Evaluation: Evaluation will be based on ability and effectiveness in carrying out the responsibilities of the position as defined. Performance will be reviewed annually by the Technology Director in cooperation with the Business Administrator and in accordance with School Board policy.

TERMS OF EMPLOYMENT: Year-round, full-time, non-exempt, at will.

MINIMUM QUALIFICATIONS:

Education and Experience:
Associates degree in computer related field and prior experience in a technical support position. K-12 educational experience preferred.

Necessary Knowledge, Skills and Abilities:
Good interpersonal communications skills at all levels, experience in supporting Microsoft Windows environment, Web development and maintenance, computer hardware and software configuration and troubleshooting, able to learn new systems and applications, and experience in Unix or Linux is a plus,.

Such alternatives to these qualifications as the Superintendent may find appropriate and acceptable.

LICENSURE AND CERTIFICATION REQUIREMENTS:

PHYSICAL ACTIVITY REQUIREMENTS:

Primary Physical Requirements:

(Not, Rarely, Occasionally, or Frequently Required)

1. Lift up to 10 lbs:	Frequently required
2. Lift 11 to 25 lbs:	Occasionally required
3. Lift 25 to 50 lbs:	Occasionally required
4. Lift over 50 lbs:	Rarely required
5. Carry up to 10 lbs:	Frequently required
6. Carry 11 to 25 lbs:	Occasionally required
7. Carry 26 to 50 lbs:	Occasionally required Assistance may be available
8. Carry over 50 lbs:	Rarely required Assistance may be available
9. Reach above shoulder height:	Occasionally required
10. Reach at shoulder height:	Frequently required
11. Reach below shoulder height:	Frequently required
12. Push/Pull:	Occasionally required

Hand Manipulation:

(Not, Rarely, Occasionally, or Frequently Required)

1. Grasping:	Frequently required
2. Handling:	Frequently required
3. Torquing:	Occasionally required
4. Fine Manipulation:	Frequently required
5. Controls and Equipment:	Office equipment, computer, keyboard, mouse, printer, cable/electric test equipment, small hand tools, telephone, copy and FAX machine, 2-way radio, postage meter, calculator, and motor vehicle

Other Physical Consideration:

(Not, Rarely, Occasionally, or Frequently Required)

1. Twisting:	Occasionally required
2. Bending:	Frequently required
3. Crawling:	Rarely required
4. Squatting:	Occasionally required
5. Kneeling:	Rarely required
6. Crouching:	Rarely required
7. Climbing:	Frequently required
8. Balancing:	Rarely required

Work Surface(s):

Standard office desk and chair, workbenches, serve console, (standing), carpeted and tile floors, stairs, motor vehicle.

During the Work Day, Employee is Required to:

	Consecutive Hours									Total Hours												
Sit	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**		**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**					
Stand	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**		**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**					
Walk	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**		**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**					

Work Performed: **Inside: 100%**
Outside: 0%

Cognitive and Sensory Requirement(s):

1. Talking:	Necessary for communicating with others.
2. Hearing:	Necessary for receiving information, instructions and inquiries.
3. Sight:	Necessary for doing job effectively and correctly.
4. Tasting and Smelling:	Smelling necessary for doing job effectively and correctly.

Other Training, Skills and Experience Requirements:

Ability to work with staff and students.

Summary of Occupational Exposures:

Office environment, electric/telecommunication closets, and running cable (ceiling tiles).

Other Considerations and Requirements:

This position requires employee to be able to work on multiple tasks simultaneously. Employee is typically able to work at his/her own pace. This position requires the use of personal vehicle to travel between schools on a regular basis. Mileage reimbursement is provided.

Applicants will be subjected to a criminal background check required by state law. Employee must pass background check to enable bonding by the district's liability insurance carrier.