

Poquoson City Schools

JOB DESCRIPTION

TITLE: Information Technology (IT) Technician I

This position is ___ exempt or _x_ non-exempt

PRIMARY FUNCTION: Responsible for basic repair and maintenance of computer systems and associated peripherals for Poquoson City Public Schools. Provides support for teachers, staff and students.

MINIMUM QUALIFICATIONS: Associates Degree in information technology field preferred, A+ Certification or comparable work experience, and at least six months experience preferred. Possess valid Virginia driver's license and insurability required. Must be able to work weekends and have a flexible schedule.

KNOWLEDGE, SKILLS AND ABILITIES:

- Some knowledge of configuring client workstations in a LAN/WAN network environment.
- Ability to work independently, with little supervision, and self motivate.
- Ability to repair and maintain personal computers.
- Demonstrate basic personal computer and network troubleshooting skills.
- Demonstrate basic video and media distribution skills.
- Demonstrate audio and voice/phone system skills.
- Demonstrate basic networking skills.
- Demonstrate basic electrical skills.
- Knowledge of basic wiring
- Ability to establish and maintain effective, professional, working relationships with PCPS administration, employees, and customers.
- Ability to communicate effectively both orally and in writing and to follow complex oral and written instructions.
- Ability to stoop, kneel, bend, and reach when working with personal computer equipment, peripherals, and associated electronic network equipment and to lift fifty (50) pounds unassisted.
- Ability to grasp, hold and manipulate tools and computer parts.
- Ability to climb a ladder while carrying twenty-five (25) pounds unassisted
- Ability to discriminate between colors.

GENERAL PERFORMANCE RESPONSIBILITIES:

- Performs basic repair and maintenance of computer systems and associated peripherals as directed.
- Maintains personal computers for PCPS & the City of Poquoson to include hardware and software.
- Performs basic troubleshooting on PC platforms and other software
- Performs basic troubleshooting of technology related hardware of various types
- Assists with maintenance of peripherals and other technology related hardware and software
- Maintains required and accurate documentation (using service request system) of area supported and hours spent at each location as detailed and explained by the Coordinator of Technology.
- Communicates up-to-date information to the Coordinator of Technology.
- Effectively and professionally communicates user errors and explain steps to avoid similar problems in the future.
- Installs operating system and application software and associated upgrades as directed.
- Assists the Network and Systems administrators with specified tasks
- Disassembles systems and networks and relocates as required.
- Performs other duties as assigned.

TERMS OF EMPLOYMENT:

Salary according to School Board Pay Plan and appointment length 248 days

REPORTS TO:

Coordinator of Technology

EVALUATION:

Performance on this job will be evaluated in accordance with School Board policy and administrative regulations on evaluation of non-licensed personnel.

October 2014