

Sparta Area School District

Article 262- Specifications for the District Computer Technician Level II

QUALIFICATIONS:

1. High School diploma and technical degree or certification required. Relevant years of experience may be substituted for technical degree or certification.
2. Have advanced knowledge of function, operation, and capabilities of a variety of hardware, software, and peripherals.
3. Ability to communicate effectively with students, staff, and peers.
4. Ability to create written and video documentation of processes.
5. Advanced telephone and organizational skills.
6. CPR/First Aid certified (preferred).
7. Additional training may be required depending on position provided by the district.
8. Must possess a valid Wisconsin Driver's License

SUPERVISION/EVALUATION:

The District Computer Technician Level II is under the direct supervision of the Director of Technology.

PERFORMANCE RESPONSIBILITIES:

The District Computer Technician Level II shall:

1. Update and load software on hard drives, using imaging systems.
2. Perform preventative maintenance on hardware and software.
3. Lead in the development of written "How to" documents which reflect specific or integrated use of technology.
4. Set up newly acquired equipment and install Operating System image.
5. Maintain service, equipment and software records.
6. Supports and maintains user account information including rights, security and system groups.
7. Attends internal and external educational programs and professional meetings as available for continuing professional education.
8. Act as a resource to instructional staff in the use of technology hardware, software and peripherals.
9. Diagnose, upgrade or repair computer hardware and/or peripherals.
10. Respond to work requests submitted through the district's online Sparta Tech Request System.
11. Serve as a mentor to District Computer Technician Level I and District Technology Support Student Help Desk Staff and Interns
12. With guidance from the Director of Technology, document policies and procedures for 1:1 Student Help Desk and monitor Help Desk
13. Work closely with the Director of Technology and Network and Systems Manager to ensure the continued operation of district computer systems.

Legal Reference:

Cross Reference:

Approved: June 26, 2018

Revised