

# Naselle-Grays River Valley School District Job Description

**Job Title:** Computer Technician  
**Classification:** Classified, Hourly  
**Reports To:** Tech Director or Superintendent  
**Evaluated By:** Tech Director or Superintendent

**JOB GOAL:** To improve student achievement by providing excellent customer service and technology support to district staff and students, assisting with a variety of technology needs and resolving matters related to hardware, software, services, and other technology throughout the district.

**QUALIFICATIONS:** To perform this job successfully an individual must be able to execute each requirement satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability needed for the position.

- **Minimum** high school diploma, GED, or equivalent
- **Two years** of college or post-secondary training appropriate to the position or equivalent experience, preferred
- **Three years'** demonstrated experience related to software, hardware, and services support
- Macintosh, CompTIA, Help Desk International or other certifications and training, preferred
- Experience in K-12 educational environment preferred
- Basic knowledge of computer networking
- Strong technology troubleshooting skills with well-developed listening, writing, and speaking skills and advanced knowledge of the troubleshooting methodology
- Ability to work independently
- Effectively communicate technical information to audiences of varied levels of technical knowledge and provide quality customer service via excellent communication and interpersonal skills
- Ability to correctly evaluate, set priorities, and adapt to a constantly changing environment
- Ability to assist with coordinating temporary IT staff, and student interns
- Proven leadership ability and a positive attitude toward the mentoring and training of others
- Ability to work harmoniously with others and to communicate effectively (both verbally and in writing) with students, parents, and staff
- Must be capable of multi-tasking, working under stress, and possess a strong aptitude for learning and excellent analytical/troubleshooting skills
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:
  - Regularly required to talk or hear
  - Frequently required to walk, sit, bend, stand, use hands for fine manipulations, handle or feel and reach with hands and arms using a keyboard and video display terminal
  - Regularly required to stoop, kneel, or crouch
  - Regularly lift and/or move up to 50 pounds
  - Required by this job to have specific vision abilities which include close vision, distance vision, ability to adjust focus on peripheral vision
- The work environment characteristics described below are representative of those an

employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Combines a standard office setting including standard office equipment (fax, copier, phone, computer, 10-key, etc.)
- Noise level in the work environment is usually low to moderate, and occasionally high depending upon student population and activities
- Employee may be exposed to blood borne pathogens

**ESSENTIAL FUNCTIONS** include the following, although other duties may be assigned:

- Provide support, maintenance, and problem resolution to end users for a wide variety of technology, including computers, mobile devices, and peripherals, connectivity, application software and printer configuration, AV equipment, etc.
- Answer, evaluate, and prioritize incoming helpdesk tickets, telephone, voicemail, e-mail, and in-person or remote technology assistance requests
- Provide a high level of customer service while working with customers that may be frustrated, upset, or demanding while remaining calm and professional in working through their issues
- Manage workstations and mobile devices via device management tools
- Configure, install, troubleshoot, and repair hardware, software, and technology services
- Physical equipment testing and maintenance including equipment cleaning, battery replacement, continuity testing, equipment replacement, etc.
- Provide basic user account support such as password resets, username verification, etc.
- Lead technology asset inventorying and auditing
- Collaborate proactively to identify areas for improvement and enhancement; develop strategies to address recurring problems as well as identify and implement solutions
- Create and maintain up to date documentation, including training materials
- Provide technical training to end users, when applicable
- Deliver, setup and return equipment
- Assist in researching, evaluating, and recommending technology hardware, software, and services for the District
- Participate in establishing technology policies, procedures, standards, and guidelines, including the District's Technology Plan
- Maintain professional and technical knowledge by participating in professional development activities
- Maintain a high level of ethical behavior and confidentiality when dealing with student and staff data
- Manage Cyber Security including MFA, Single Sign On, End Point Protection and other protocols to keep the District as secure as possible.
- Follow and maintain knowledge of all District policies and procedures
- Professionally represent the school and the District in interactions with parents, community, staff, and students
- Comply with applicable District, state, local and federal laws, rules, and regulations
- Maintain regular and consistent attendance and punctuality, as defined in District policy and regulations
- Perform related duties consistent with job description and assignment

**MARGINAL DUTIES AND RESPONSIBILITIES:** Marginal duties of this position include the following. Employees in this position perform some or all of the following tasks. Other duties may be assigned.

1. Attends in-service trainings

2. Attends staff meetings and serves on the District Technology Committee and other committees as assigned
3. Reports issues to authorities as necessary, animal control, suspicious activity, etc.

**CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIRED:** Certificates as determined by the District including:

1. Ability to obtain a valid First Aid card and Washington Driver's License
2. Background check and fingerprint clearance required
3. Ability to complete District Health and Safety Online Training
4. Ability to obtain an aerial platform certification

**SUPERVISORY RESPONSIBILITIES:** All school employees have some responsibility for supervising students and assisting in maintaining a safe environment.

**Note:** This is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with the job. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The school district may add to, modify, or delete any aspect of this job (or the position itself) at any time as it deems advisable.

**TERMS OF EMPLOYMENT:** 225 paid days includes 10 holidays, 8 hours per day, \$26.70-\$36.51 per hour, depending on work experience within a school district, paid over 12 months. 12 sick days and 5 personal days per year. Benefits include medical, dental, vision, life and AD&D insurance, LTD insurance, FSA, DCAP and retirement through the Washington State Department of Retirement.

**EVALUATION:** Following the probationary period, performance of this job will be evaluated annually in accordance with provisions of the Board's policy on evaluation of classified personnel.

*I have read and understand the responsibilities and qualifications of this job description.*

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date