

# MERIDIAN SCHOOL DISTRICT

## JOB DESCRIPTION

### TECHNOLOGY SUPPORT

#### **JOB SUMMARY**

The Technology Support position, under the direction of the Information Systems Manager, will be responsible for maintaining a reliable computer environment to meet the technology needs of the district.

Employees may be transferred or reassigned to other Technology Support positions or locations, depending upon the needs of the district. This position is represented by the Meridian Classified Employees Association (MCEA) and is in the Professional-Technical classification.

#### **MINIMUM QUALIFICATIONS**

##### **Education and Experience**

High school diploma or equivalent, AA Degree or Higher preferred:

- Two years of training and/or experience in the installation, configuration, troubleshooting and repair of computers and computer networks;
- Knowledge and experience with client operating systems including Windows, Linux, Apple, iOS and Android operating systems;
- Knowledge and experience with server operating systems including Windows and Unix-based systems;
- Knowledge and experience with networks/LANs, VLANs and Routing;
- Knowledge and experience with use and support of software applications (e.g. Microsoft Office);
- Ability and willingness to learn new systems and technologies;
- Ability to establish effective working relationships and work in a team environment;
- Ability to provide technical advice and instruction to technical and non-technical users.

Tutorial experience desirable; proficiency in designated academic subjects preferred in some positions.

##### **Licenses and Special Requirements**

Technical certifications are highly desirable. Satisfactory background clearance results (fingerprinting required); proof of ability to work in the United States; depending on assignment, valid Washington State driver's license, district Type 2 drivers certificate, CPR & first aid cards may be required.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Provide onsite and remote support for hardware, software and network issues.
2. Diagnose and repair malfunctioning computer equipment.
3. Install, maintain and support a variety of hardware and software systems.
4. Assist staff with technology questions or problems.
5. Instruct staff on proper use of technology.
6. Maintain accurate documentation with regard to assigned duties (e.g.: inventory, work logs).
7. Assist in evaluating technology requirements and trends to meet District needs.
8. Follow complex verbal and written instructions, adhere to District protocol, and work with minimal supervision.
9. Ability to communicate to any and all users, staff, students and parents, in a professional and courteous manner.
10. Respects confidentiality of information.
11. Performs other duties as assigned by the Information Systems Manager.

#### **CONDITIONS**

The preceding list of essential duties and responsibilities is not exhaustive and may be supplemented as necessary.

### **MENTAL DEMANDS**

Requires substantial planning, development and creativity; requires organization and time management; requires concentration; exposed to frequent interruptions; requires effective decision-making and problem-solving; requires ability to work independently; requires cooperation and ability to work as team-member; requires self-discipline in behavior and attitude; requires accurate record-keeping; requires ability to maintain composure in crisis.

### **PHYSICAL DEMANDS**

Exposed to visual display terminal and typing for prolonged periods; dexterity and precision required in the operation/repair of a computer; sitting for extended periods of time without restrictions; twisting upper torso and neck and bending forward without restrictions; occasional bending at waist to floor; lifting/carrying objects weighing up to 50 pounds; good visual and hearing ability; mobility throughout district and community via automobile/walking; may be asked to attend evening meetings.

*The Meridian School District does not discriminate in any programs or activities on the basis of sex, race, creed, religion, color, national origin, age, veteran or military status, sexual orientation, gender expression or identity, disability, or the use of a trained dog guide or service animal and provides equal access to the Boy Scouts and other designated youth groups. The following employee has been designated to handle questions and complaints of alleged discrimination: Title IX, ADA, and Compliance Coordinator (RCW 28A.640/28A.642) Kurt Harvill, Director of Personnel, 214 W. Laurel Rd., Bellingham WA 98226. 360-398-7111. Section 504 questions and complaints can be directed to Dr. Carolyn Jenkins at 214 W. Laurel Rd., Bellingham WA 98226. 360-398-7111.*

*The Meridian School District is a drug-free/tobacco-free workplace. All new employees must complete a satisfactory fingerprint check with the Washington State Patrol and the FBI. All employment is considered temporary until receipt of a satisfactory check.*

# **MERIDIAN SCHOOL DISTRICT**

## **ADDITIONAL POSITION INFORMATION**

### **TECHNOLOGY SUPPORT**

#### **ADDITIONAL INFORMATION**

Meridian's Technology Department maintains over 240 iPads, 650 Chromebooks, 400 Windows 7 Desktops, 150 Windows 7 Laptops and 10 iMacs. We provide email, phone and in-person support to over 350 staff and 1700 students. Over the course of this year, we will be leveraging Windows 2012 R2 servers with Windows System Center Configuration Manager to deploy Windows 10 and applications to all Windows devices.