Job Title: **SENIOR COMPUTER TECHNICIAN**
Reports to: **CTE Director & Director of Technology**
Dept./School: **CTE &** Technology Department
Wage/Hour Status: Non-Exempt
Date Revised: September 20, 2021

Primary Purpose

Provide technical services for specialized computer software programs in the Career and Technical Education Program.

QUALIFICATIONS

Education/Certification
Associate's degree or equivalent experience required, Bachelor
degree preferred Relevant IT certification, preferred

Special Knowledge/Skills
Effective verbal and written communication, interpersonal, and telephone etiquette skills
Ability to provide both technical and specialized computer skills
Expert level experience implementing and managing end-user devices
Ability to set priorities and handle multiple complex assignments

Experience
Minimum of 5 years of experience providing technical support to end users, preferably in an educational environment

MAJOR RESPONSIBILITIES AND DUTIES

1. Works in collaboration with technology staff in installing, updating, or troubleshooting CTE specialized computer labs. CTE specialized labs include Business, Media Arts, Graphic Design, Health Science, and Engineering.

2. Provides cross training to technology computer staff in configuring specialized CTE software as needed. CTE specialized software included but not limited to: ZSpace, MS Office, Apple, Adobe, iCEV, Gemetrix, Quicken, Chief Architect, Eduthings, and Prometrics. Update yearly CTE student certification software programs as needed.

3. Provide leadership in the implementation and management of policies and procedures for supporting end-user devices including the district's 1:1 program.

4. Ensure that district and campus technical needs are met.

5. Provide support for all technology systems district wide.

6. Work cooperatively with district/campus leadership and external vendors to resolve issues.

7. Provide regular updates and status reports to the appropriate supervisor.

8. Stay up-to-date professionally through the selection of quality professional learning opportunities.

9. Research district policy, precedent, and current practices prior to taking action.

10. Participate as an effective team member who contributes to district, department, and content goals.

11.   Demonstrate integrity and ethics.

12.   Display proficient levels of technology applications.

13.   Utilize time wisely for effective management of job responsibilities.

14.   Maintain punctuality in daily work times, appointments, and meetings.

15.   Meet task completion deadlines established by supervisor.

16.   Maintain friendly customer-service-driven interactions with all stakeholders, students, teachers, administrators, and co- workers.

17.   Work cooperatively with co-workers and supervisors to ensure that the goals of the school/department are met.

18.   Maintain a positive and professional tone in all communication (i.e. email, written, and verbal).

Other

19.   Perform other duties and accept other responsibilities as required.

WORKING CONDITIONS

Mental Demands/Physical Demands/Environmental Factors

Effective communication; concentration while performing duties; ability to maintain emotional control under stress; ability to work with frequent interruptions. Moderate standing, walking, bending, lifting and moving up to 30 pounds; unboxing and installing new items; prolonged sitting and use of computer; repetitive hand motions; occasional prolonged and irregular hours.

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by: _____   **Date:** _____

Approved by: _____   **Date:** _____