

BETHLEHEM AREA SCHOOL DISTRICT
Bethlehem, Pennsylvania

JOB TITLE: **Support Technologist**

REPORTS TO: **Director of Information Technologies**

JOB SUMMARY: Supports school-based technology by installing, configuring, updating, troubleshooting, and maintaining technology systems. Primary function is to support classroom and office technology.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Works closely with Technology Integration Specialist(s) and other technology staff.
2. Repairs or makes arrangements for the repair of computer and related electronic equipment.
3. Installs, configures, programs, troubleshoots, and maintains school-based technology systems in classrooms, offices, and libraries.
4. Maintains/troubleshoots basic server accounts (in collaboration with other technology staff).
5. Collaborates with vendors, teachers, and technical/network staff on technical issues.
6. Maintains up-to-date school technology inventory.
7. Maintains up-to-date configuration and troubleshooting skills.
8. Works with vendor technical support staff for troubleshooting, upgrade, and/or exchange of computer and other technology systems.
9. Unpack new computers and inventory by tagging machine, retrieving specs and entering that info in the inventory data base.
10. Set up new computers, image with appropriate image, install additional software if needed and configure to meet instructional needs. (this includes connecting to the building network, activating a new drop if necessary, connecting to specific printers and installing additional print drivers when necessary.
11. Unpack, inventory, set up, configure, and troubleshoot building printers. (toner, jams, reset printer, lost network connections, assign IP's, etc.)
12. Unpack inventory and test new peripherals such as digital still cameras, digital video cameras, projectors, portable speakers systems, etc.
13. Maintain computer systems, including reformatting drives, reinstalling software, and installing memory.
14. Re-image laptops and desktops-- back up data/ image/ transfer data back.
15. Replace or reattach keys on keyboards, replace keyboards, batteries, and power cords as needed.
16. Performs other duties as assigned.

Qualifications: Two (2) years of post high school education (or equivalent) in computer configuration/troubleshooting; field experience in the troubleshooting of computer systems and software is preferred; ability to communicate with a broad range of people, including administrators, teachers, tradespersons, secretaries, and fellow workers; competencies and experience are desired in computer and network software configuration, troubleshooting, and maintenance; basic knowledge of computer, server, network, telephone, and other electronic technology is desired; specific knowledge of district technologies

preferred. Experience is desired in specific field(s) of information and communication software setup and configuration such as computers, networks, data projection systems, PDA devices, etc. Exercises initiative and solves problems on a daily basis; exercises exceptional discretion in handling of security information (including passwords) regarding BASD computer, telephone, and network systems; ability to work collaboratively to provide assistance to other technical support staff; ability and willingness to work reasonably flexible hours to perform occasional tasks before or after normal school hours/days; ability to drive own car/truck within district to pick up and deliver systems to install/repair; physical ability to install computer and related systems; ability to perform the essential functions of the position.

REQUIREMENTS: Requires a valid Pennsylvania driver's license; medical examination as per Pennsylvania law; valid criminal history check; child abuse clearance; and Federal Bureau of Investigation criminal history investigation (if necessary).

PHYSICAL DEMANDS: Ability to reach above and below the waist, to use fingers to pick, feel and grasp objects, and to use both hands for repetitive motion. Some bending and twisting of the body required. Ability to lift and/or carry supplies and/or papers weighing no more than 20 lbs. Ability to mostly sit with some standing, walking/moving throughout the work environment.

SENSORY ABILITIES: Visual acuity and auditory acuity.

WORK ENVIRONMENT: Typical office environment. Subject to inside environmental conditions.

TEMPERAMENT: Must possess excellent interpersonal skills. Must be cooperative, congenial, and service oriented. Must be able to work in an environment with frequent interruptions.

COGNITIVE ABILITY: Ability to follow written and verbal directions, to read and write, to communicate effectively, to organize tasks, to handle multiple tasks, and to exercise good judgment.

SPECIFIC SKILLS: Must possess leadership skills, supervisory skills, and computer skills. Ability to operate various office equipment. Must possess active listening skills. Must possess conflict mediation skills.

CLASSIFICATION: Support staff; Noninstructional Meet and Discuss 12 month position; Cabinet Code – T.

EVALUATION: Performance of the job will be evaluated annually in accordance with the Board's policy on evaluation.

(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)

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