

WALTON COUNTY SCHOOL DISTRICT

POSITION DESCRIPTION

COMPUTER TECHNICIAN II

QUALIFICATIONS:

1. High School Diploma or equivalent.
2. Valid Computing Technology Industry Association (CompTIA) A+ certification and Network+ certification.
3. Minimum of three (3) years of continuous, recent and verifiable employment in a technology support position that accurately reflects the required skills.
4. Graduation from an accredited technology certificate/degree program preferred.
5. Such alternatives to the above qualifications as the Board may find appropriate and acceptable.

REPORTS TO:

Chief Information Officer or designee

SUPERVISES:

None

POSITION GOALS

To play a positive role in helping the Walton County School District change as necessary to effectively carry out its mission.

PERFORMANCE RESPONSIBILITIES:

1. PC, laptop, printer, tablet & other portable devices software and hardware installation, maintenance, and repair.
2. Strong knowledge and the ability to provide end-user support for all current versions of Microsoft Windows, Office, web browsers, and other local and web-based applications used in an educational environment.
3. Support for portable device software and operating systems including Apple IOS, Chrome OS, and Android.
4. Strong problem solving, communication, record keeping, and customer service skills.
5. Conceptual understanding of networking concepts such as IP, DHCP, DNS, Wired and Wireless LAN and their application in an enterprise networking environment.
6. Experience with enterprise class computer imaging system.
7. Experience with audio-visual systems used in classrooms, board meetings, and sporting events.
8. Experience with visitor check-in systems.

9. Experience with supporting and troubleshoot IP and analog security cameras.
10. Experience with installation and configuration of IP Phones.
11. Experience with computer-based testing software.
12. Experience with classroom educational technology including smart boards, touch panels, and projectors.
13. Perform other duties as assigned by the designated supervisor.

TERMS OF EMPLOYMENT: 12 months, 8 hours per day, 5 days per week. To insure optimal network up time for all user departments, performance may include work outside normal business hours. Salary to be based on the Board adopted non-instructional salary schedule.

EVALUATION: Performance of this position will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 12