

## ERIE COUNTY TECHNICAL SCHOOL

### Job Description

**TITLE:** Technology Technician  
**REPORTS TO:** Information Systems & Technology Manager  
**DEPARTMENT:** Technology  
**REPORTS TO:** Information Systems & Technology Manager  
**REVISION DATE:** 12/2020

**REQUIRMENTS:** Must have or be willing to get Acts 34, 114 and 151 clearances.

**QUALIFICATIONS:** Formal education, certification, and/or related experience in Information Technology required. Proven experience and depth of knowledge with Windows XP and TCP/IP networks with a basic understanding of Windows Server architectures / Associates Degree in Information Technology related field preferred. Any level of proficiency in a programming language desired.

**TALENTS:** This position requires the employee to possess an independent service mentality, a passion for technology, an aptitude for technology evolution, pride in the success of their work, and the ability to impose structure in their workday. In addition, the employee will promote a team atmosphere with their peers and customers maintaining an awareness and attentiveness to individual differences.

**JOB STATEMENT:** This position will provide faculty and staff with technology problem determination and solution implementation for technology-related issues, upgrades, and changes under the direction of, and in cooperation with, the Information Systems and Technology Manager.

### PERFORMANCE RESPONSIBILITIES:

#### Information Technology

1. Provides help desk assistance in a professional and courteous manner.
2. Installs software independently and documents new and/or changes in procedures.
3. Documents and conducts troubleshooting with desktops, laptops, network, and peripherals.
4. Assists Information and Technology Manager with daily maintenance and operations.
5. Assists in preparing, filing, and maintaining records related to technology usage.
6. Assists with planning, design, implementation, and deployment of technology systems.
7. Assists in maintaining email, backup, and business applications.
8. Implements internet and intranet web programming changes independently.
9. Organize paperwork for e-rate (Federal funding for internet connectivity).
10. Provides physical maintenance of technology inventory.

#### General

1. Communicates details and escalation information to customers in a professional manner.
2. Attends training sessions and departmental meetings as requested.
3. Performs other duties as assigned by the Information Systems and Technology Manager.

### BARGAINING UNIT CLASSIFICATION: T-1

**TERMS OF EMPLOYMENT:** 12 months, 35 hours per week

I have reviewed the above job description and analysis and understand the requirements of the position \_\_\_\_\_.  
(Initials)

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

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