

## ERIE COUNTY TECHNICAL SCHOOL

### Job Description

**TITLE:** INFORMATION TECHNOLOGY SUPPORT TECHNICIAN T-2  
**DEPARTMENT:** Technology  
**REPORTS:** Information Systems & Technology Manager  
**REVISION DATE:** 12/2025

**REQUIREMENTS:** Skills and/or experience in working towards a degree in Information Technology or related field; Information Technology certifications recommended but not required; at least 1 year working with technical support or Information Technology role. Preferred experience in enterprise Information Technology networks. Knowledge of Microsoft Windows, Apple, and Linux systems and TCP/IP networking technologies. Must possess current driver's license and Act 34, 114, and 151 clearances as required for working in a public school.

**TALENTS:** This position requires the employee to possess an independent service mentality, a passion for technology, an aptitude for evolving technology, pride in the success of their work, and the ability to impose structure in their workday. Additionally, 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 students, 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:

1. Information Technology Skills
  - a. Must be skilled or willing to provide first-level technical troubleshooting support to end users (in-person, phone, and remote). Respond promptly to help desk tickets and provide excellent customer service to end-users.
  - b. Assist with the installation, configuration, and maintenance of hardware, software, network wiring, and network systems throughout all areas of the campus as needed.
  - c. Provide technical support for desktops, laptops, printers, and mobile devices.
  - d. Assist with the installation, configuration, and maintenance of other network devices including A/V equipment, printers, VOIP devices, etc. Troubleshoot and resolve issues related to hardware, software, and network connectivity using TCP/IP protocols.
  - e. Communicates details and escalates information to peers in a professional manner.
2. Documentation and Record Management
  - a. Document technical procedures, changes in IT programs and processes, troubleshooting steps, and work in ticket repair and tracking systems.
  - b. Ensure compliance with organizational IT policies and cybersecurity best practices.
  - c. Assist with preparing, filing, and maintaining technology contracts used by the campus. Assist with technology agreements, licensing, and inventory for the campus.
  - d. Assist with various technology training for the campus as needed.
3. Enterprise Technical Support
  - a. Support large-scale IT projects including system upgrades and deployments.
  - b. Assist with physical and some cases logical issues with network infrastructure, including switches, routers, and wireless access points.
  - c. Support user account management common tasks (i.e. reset credentials) in directory systems.
  - d. Support routine system updates, patches, and backups to ensure data integrity and security.

#### 4. General Skills

- a. Perform all duties and responsibilities with a safe and effective manner utilizing equipment within safety guidelines, stay current with all assigned training, and actively participate in facility safety, emergency and operation, drills, events and exercises.
- b. Must support and collaborate with instructional staff to support student success, program needs, student training programs, and work-based learning opportunities.
- c. Must be capable of performing and providing team leadership when needed to others (Work Employees, Co-Op Students, current students, and staff) in the execution of various technology tasks assigned by the IT Manager.
- d. Maintain professional communication with staff, students, IT vendors, IT contractors, and all other members of the community.
- e. Other duties as assigned by the IT Manager or Administration.

#### **BARGAINING UNIT CLASSIFICATION: T-2**

**TERMS OF EMPLOYMENT:** 12 months, up to 29 hours per week.

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

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

#### **PHYSICAL REQUIREMENTS:**

Must be able to lift and carry objects weighing up to 50 pounds.

Must be able to climb ladders, work at heights, and access confined spaces.

Must be able to stand, walk, bend, stoop, kneel, and crouch for extended periods.

Must be able to work in various weather conditions including heat, cold, rain, and snow.

Must have sufficient visual and auditory acuity to safely perform duties and operate equipment.

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