



HACKENSACK PUBLIC SCHOOLS
191 Second Street, Hackensack, NJ 07601

JOB DESCRIPTION

TITLE:	Computer Technician		
REPORTS TO:	District Technology Coordinator		
DATE APPROVED:	Readopted – August, 2019	BY:	Board of Education

NATURE AND SCOPE OF JOB:

The Computer Technician provides technical support for the operation and repair of the District network including all related technology equipment and end-user devices.

QUALIFICATIONS:

1. Have an Associate's Degree or equivalent experience.
2. Have two (2) years of experience providing end-user and network-level technical support in a 50+ user or enterprise-level environment.
3. Be able to identify and perform basic troubleshooting of internal components of traditional desktops, laptops and printers.
4. Understand wired and wireless networking technologies and troubleshooting procedures.
5. Understand voice and data cabling technologies and troubleshooting procedures.
6. Understand network protocols especially TCP/IP.
7. Be able to troubleshoot and repair PC, Mac, iOS ChromeOS/Book, Projector, Interactive WhiteBoard and VoIP telephony issues.
8. Have a working knowledge of Windows, Mac, iOS, and Chrome operating systems and applications.
9. Have a strong knowledge of Mac and PC environments.
10. Have the ability to supervise repairs by outside vendors.
11. Have integrity and demonstrate good moral character and initiative.
12. Exhibit a personality that demonstrates interpersonal skills to relate well with students, staff, administration, parents and the community.
13. Demonstrate the ability to communicate effectively in English, both orally and in writing, using proper writing skills, grammar and vocabulary.
14. Demonstrate aptitude and competence for assigned responsibilities.
15. Provide proof of U.S. citizenship or legal resident alien status and required criminal background check.
16. Provide evidence that health is adequate to fulfill the job functions and responsibilities with reasonable accommodation pursuant to 42 U.S.C. 12101 and in accordance with N.J.A.C. 6:3-4A.4.

TERMS OF EMPLOYMENT:

Twelve (12) month work year; and all conditions established by the laws of the State of New Jersey, and policies and regulations established by the Board of Education (N.J.S.A. 18A:27-4 et seq.).

PERFORMANCE RESPONSIBILITIES:

1. Provides end-user support on a variety of issues ranging from software applications to hardware to audio-visual equipment across a variety of devices and platforms including, but not limited to: PC's, Mac's, iPad's, Chromebooks, Printers, Projectors, Document Cameras and Interactive Whiteboards.
2. Identifies, researches, and resolves technical problems in a timely manner; update users on progress of resolution.
3. Responds to telephone, e-mail and in-person requests for technical support in a timely manner.

4. Completes assigned work orders within established/acceptable time-frames.
5. Identifies and proposes new policies and procedures related to technology-use and/or department operations to improve services and prevent future issues.
6. Assists with the replacement of toner and bulbs in printers and projectors, respectively, as needed/requested.
7. Acts as facilitator with vendors and District staff to resolve technical issues for end-users.
8. Performs basic troubleshooting of network infrastructure/connectivity technology including switches, LAN, Telephony, Ethernet and WiFi.
9. Performs basic LAN and telephony cabling.
10. Performs configuration, setup and installation of software applications.
11. Assists end users in training of software applications and use of equipment where applicable.
12. Participates in installation and configuration of equipment such as desktops, projectors, interactive whiteboards, printers and desktop switches in accordance with District and vendor guidelines and standards.
13. Participates in large scale deployment of new hardware and software.
14. Stays abreast of new technologies and/or improvements in relevant installation/support practices and procedures.
15. Works well as part of a team, and interact well with individuals at all levels of the organization.
16. Supports the technology goals and initiatives of the District.
17. Protects confidentiality of records and information gained as part of exercising professional duties and uses discretion when sharing any such information within legal confines.
18. Adheres to federal statutes and regulations, New Jersey school law, construction codes, State Board of Education rules and regulations, Board of Education policies and procedures, and contractual obligations.
19. Performs any other related duties that arise in supporting the local and district network and infrastructure or as assigned by the Superintendent or his/her designee.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities and functions of this position.

Unless reasonable accommodations can be made while performing this job, the staff member shall:

1. Sitting, standing and walking for required periods of time.
2. Speaking, listening and visual acuity.
3. Use close vision, color vision, peripheral vision and depth perception along with the ability to adjust focus.
4. Able to communicate effectively in English, verbally and in writing, using proper grammar and vocabulary. American Sign Language or Braille may also be considered as acceptable forms of communication.
5. Use strength to lift and/or move up to a maximum of 20 pounds to perform the functions of the job.
6. Reaching, lifting, bending, kneeling, stooping, pushing, pulling, finger dexterity, and repetitive motions, to handle objects and operate tools, computers, and/or controls.

ENVIRONMENTAL DEMANDS:

The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

1. Exposure to a variety of childhood and adult diseases and illnesses.
2. Occasional exposure to a variety of weather conditions.
3. Exposure to heated/air conditioned and ventilated facilities.
4. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment.
5. Function in a workplace that is usually moderately quiet but that can be noisy at times.

EVALUATION:

Performance of this job will be evaluated annually in accordance with New Jersey State Law and the provisions of Board policy on evaluations.