

MERRIMACK SCHOOL DISTRICT SAU 26
ROLE DESCRIPTION
COMPUTER TECHNICIAN

TITLE: Computer Technician

QUALIFICATIONS:

1. Associate's Degree in Computer Science / Information Technology, or a High School Diploma with at least a CompTIA A+ certification plus 2 years practical experience, or 3+ years of equivalent experience.
2. Strong knowledge of current and legacy versions of Windows, Chrome OS, iOS, Android, as well as Microsoft Office and Google productivity suites.
3. Ability to troubleshoot and perform minor repairs on PC's, Chromebooks, iPads, projectors, and printers.
4. Understanding of fundamental network technologies and equipment such as VLANs, IP addressing, WiFi, switches, and basic network troubleshooting.
5. Basic understanding of server roles and features such as Active Directory, DHCP, DNS, and file sharing.
6. Ability to effectively utilize a trouble ticket system to manage and track support requests in a timely manner.
7. Strong team and independent work ethic, with the ability to both prioritize and resolve issues independently, as well as communicate and work together in a team dynamic.

REPORTS TO:

Network Administrator

JOB GOAL:

To assist the Network Administrator and provide technical support to the schools.

A. PERFORMANCE RESPONSIBILITIES:

1. Keep computers, Chromebooks, iPads, printers, and other equipment in working order by performing routine maintenance, imaging, minor repairs, and upgrades as necessary.
2. Monitor ticketing system for designated school(s) to resolve hardware, software, and training issues for end users.
3. Assist the Network Administrator in troubleshooting local network and server issues.
4. Other duties as assigned by the Network Administrator

B. MAINTAIN THE HIGHEST STANDARDS OF PROFESSIONALISM:

1. Demonstrate positive work habits by showing initiative, cooperation, dependability, efficiency, and productivity.
2. Demonstrate responsible behavior regarding attendance and work schedule.
3. Perform in a professional manner when interacting with students, parents, faculty, administration, and co-workers.
4. Follow the guidelines of confidentiality as established by the school district.
5. Attend and participate in relevant training sessions, meetings and professional growth activities as requested and/or required.

TERMS OF EMPLOYMENT:
Twelve Month Contract

EVALUATION:

Performance of these responsibilities will be evaluated annually in accordance with the approved administrative procedure for staff evaluation.

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