



City of St. Charles School District

TECH II

Reports to:	Director of Technology
Classification:	Classified
FLSA Status:	Non-Exempt
Terms of Employment:	254 days which shall include 8 paid holidays according to Board Policy
Evaluation:	Performance in this position will be evaluated regularly by the supervisor and in accordance with Board Policy
Compensation:	Reviewed and established annually by the Board of Education

JOB SUMMARY:

Provides technical support including repair of technology equipment, networks, software conflicts and system maintenance. Provides technical training and equipment purchase recommendations.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Additional duties may be assigned.*

- Maintains regular attendance.
- Maintains confidentiality, unquestionable integrity.
- Schedule computer room.
- Assist teachers in checking and cleaning viruses.
- Maintains school's technology equipment in working condition.
- Maintains accurate database of technology equipment locations and serial numbers of all hardware.
- Trains teachers and students in proper technology equipment use and protocol.
- Intermediate knowledge of hardware (peripheral troubleshooting, memory/NIC/card installation and configuration, etc.)
- Intermediate knowledge of software (program troubleshooting, Internet browser configuration, etc.)
- Intermediate Account Management skills (Account creation, deletion, security assignment, share configuration)
- Intermediate technical support and assistance for teachers and staff.
- Intermediate inventory and management of all PCs (software auditing, surplus, license compliance, GHOST loads, etc.)
- Intermediate knowledge of HTM/XML coding.
- Attends/Completes District PD and training.

SUPERVISORY RESPONSIBILITIES:

Not Applicable.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

- High school diploma required, college experience preferred.
- Working knowledge of Microsoft Windows and application software required.
- Three - Five years of school district experience desirable.
- Knowledge of network applications.
- Advanced knowledge of personal computers.
- Working knowledge of database software.

COMMUNICATION SKILLS:

- Ability to write reports and correspondence consistent with the duties of this position.
- Ability to effectively present information and respond to questions from administrators, staff and the general public.

MATHEMATICAL SKILLS:

- Ability to work with mathematical concepts such as probability and statistical inference consistent with the duties of this position.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations consistent with the duties of this position.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to interface effectively with other departments, school personnel, other maintenance staff, and business contacts from outside of the District.

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES:

- Ability to accurately perform assigned tasks.
- Ability to perform duties in full compliance with district requirements and School Board Policies.
- Ability to promote harmonious working relationships with staff and students.
- Possesses excellent oral and written communication skills and interpersonal relationship skills

PHYSICAL DEMANDS:

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

While performing the duties of this job, the employee is frequently required to stoop, reach, stand, walk, lift, pull, push, grasp, talk, hear, see and use repetitive motions, While performing the duties of this job, the employee may frequently lift and/or move up to 50 pounds of materials, etc. Specific vision abilities required by this job include close vision such as to read handwritten or typed material, and the ability to adjust focus. The position requires the individual to meet multiple demands from several people and interact with the public and other staff.

WORK ENVIRONMENT:

The Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate to loud.

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed by this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Tech II
Revised SY 2008-2009
Revised SY 2014-2015
Revised SY 2016-2017
Revised SY 2022-2023