



David Douglas School District #40

Classified - Job Description

HARDWARE/SOFTWARE TECHNICIAN – MAC/iPAD

Schedule: 12 months per year
Class: 19

POSITION PURPOSE

Setup, maintain, assess, and repair the district Mac/iPad hardware, servers, operating systems, and software. Assist in maintaining the district's networks. Setup, maintain, and troubleshoot district databases as needed.

NATURE AND SCOPE OF RESPONSIBILITIES

- Setup/image/deploy Mac/iPad devices using Deploy Studio, Apple configurator, and Meraki.
- Repair and upgrade Mac/iPad hardware and software
- Troubleshoot Mac/iPad problems with in-district users over the telephone and on site
- Use Apple Remote Desktop and Bomgar for software distribution, remote administration, and assessment management
- Use Zendesk to log and track all tickets
- Create desk manuals/documentation
- Troubleshoot and resolve basic network and server access problems for end users
- Troubleshoot and resolve issues with WAN, VLAN, firewall, VPN, etc.
- Troubleshoot and resolve issues with VIOP
- Stay current with system information, changes and updates
- Troubleshoot and resolve basic network and server access problems for end users
- Repair peripheral equipment such as projectors, document cameras, etc.
- Perform other duties, as assigned
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QUALIFICATIONS

- High School diploma or equivalent
- Apple Certified Macintosh Technician (ACMT) required
- 2-3 years experience supporting all Apple products including laptops, desktops and iOS mobile devices.
- Experience with Apple Remote Desktop
- Database experience preferred
- Experience in troubleshooting and repairing Mac/iPad hardware and software
- Experience in working with networks. The following are a plus:
 - Understanding and experience with WAN, VLAN, firewall, VPN, etc.
 - Understanding and experience with network, analogue & VOIP phones, and servers
- Experience with Active Directory and Virtualization preferred.
- Experience in repairing peripheral equipment such as projectors, document cameras, etc.
- Ability to work hard in a team-oriented environment and work harmoniously with others.
- Ability to communicate appropriately and effectively (Orally and in writing) with others
- Experience with assisting end- user
- Willingness to learn new technologies are essential
- Must have a valid driver's license

ESSENTIAL PHYSICAL REQUIREMENTS

Moderate to extensive degree of physical stamina and the ability to lift and manipulate computers and AV equipment. Job requires frequently lifting up to 50 pounds and occasionally lifting up to 100 pounds, reaching, twisting, standing for prolonged periods, hand-eye coordination, able and willing to climb ladders, and the ability to identify color-coded components. Employee must be able to drive to and from district facilities and be able to work with the noise level and activity in a school setting.

David Douglas School District Drug Testing and Criminal Background check

Per district policy all offers of employment shall be contingent upon the successful passing of a district required drug test and criminal background check. David Douglas School District's Human Resources will designate where and when the testing will be conducted. The offer of employment will be withdrawn from candidates who test positive for drugs.