



David Douglas School District #40

Classified - Job Description

HARDWARE/SOFTWARE TECHNICIAN

Schedule: 12 months per year

Class: 19

POSITION PURPOSE

Configure, deploy, and maintain computer hardware, software and peripherals in a public school district setting. Tier 3 level troubleshooting and resolving technical issues including hardware, software, network, wireless, printing, VoIP, etc. Procure and maintain inventory, supplies, and materials.

NATURE AND SCOPE OF RESPONSIBILITIES

- Setup, image, deploy and maintain MAC devices using Deploy Studio and Absolute Manage/MDM
- Setup, image, deploy and maintain Windows devices using WDS and Absolute Manage/MDM
- Setup and deploy Chrome OS devices using Google Admin Console
- Troubleshoot, repair and upgrade peripheral equipment such as projectors, document cameras, etc.
- Troubleshoot technology related problems with in-district users
- Troubleshoot and resolve basic network and server access problems for end users
- Troubleshoot and resolve issues with WAN, VLAN, firewall, VPN, VoIP, etc.
- Utilize provided work order system (Zendesk) to log and track all customer requests
- Create desk manuals/documentation
- Stay current with system information, changes and updates
- Perform other duties, as assigned

QUALIFICATIONS

- High School diploma or equivalent
- Must have valid driver's license
- Apple Certified Macintosh Technician (ACMT) , or Microsoft Certification (MCP), or CompTIA A+
- 2 years experience supporting end users, and hardware/software setup, maintenance, and repair
- Experience in repairing peripheral equipment such as projectors, document cameras, printers, etc.
- Understanding and experience with WAN, VLAN, firewall, VPN, etc.
- Understanding and experience with analogue & VoIP phones
- Experience with Active Directory and Virtualization preferred
- Desire to work in a team-oriented environment and work harmoniously with others
- Ability to communicate appropriately and effectively (orally and written)
- Willingness to learn new technologies
- Experience with the following software is a plus:
 - All versions Mac and Windows OSes, including Server versions
 - Chrome OS
 - Linux OS
 - VMWare
 - Trend Micro AV
 - Windows Deploy Service
 - Deploy Studio
 - Absolute Manage/MDM
 - Windows Server 2012
 - Zendesk
 - Apple Remote Desktop

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 25 pounds and occasionally lifting up to 50 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.