**Job Title:** Technician I–Instructional Materials **Wage/Hour Status:** Nonexempt

**Reports to:** Coordinator Instructional Materials **Pay Grade/Days: 240** days

**Dept./School**: Warehouse **Date Revised:** 06/2013

**Primary Purpose:**

Provide excellent customer service by providing technical support to LISD staff and students in a timely, thorough, and professional manner.

**Qualifications:**

Education/Certification:

 High School Diploma or GED
 Technical Certification is a plus (such as A+, MCP, MCSE)

 Special Knowledge/Skills:

 Experience supporting, installing, set-up and using iPads

 Troubleshooting skills in current client operating systems

 Troubleshooting skills for current computing hardware

Knowledge of IPAD and other electronic Instructional Materials for setup, install, and imaging.

 Knowledge of common software programs (such as MS Office or web browsers)

 Ability to troubleshoot client TCP/IP network communications

 Experience supporting and using Mac OS X is a plus

 Setting up or troubleshooting classroom technology is a plus
 (interactive white boards, document cameras, digital projectors, etc.)

Ability to learn and use districts inventory and purchasing systems for tracking and maintaining inventory data.

 Technicians hired to primarily provide multi-media related support need to have an understanding of multi-media equipment including audio/video equipment, sound systems, speakers, intercom systems, bell systems, digital projectors, and other multi-media equipment. Computer experience is a plus for multi-media technicians, but not as deep of a computer knowledge is required.

 Experience:

Minimum 1 year in-field work experience supporting computers and other related equipment and software. Recommended – Not Required.

**Major Responsibilities and Duties:**

1. Must have a working knowledge of Technology Equipment
2. Provide technical support to configure and reconfigure IM technology materials.
3. Responsible for the warehouse Deployment Center.
4. Responsible to set up, track and report technology issues working closely with the districts technology department and technicians.
5. Install, troubleshoot, and repair technology hardware and software. This includes supporting all Instructional Materials electronic devices including but not limited to IPADS, tablets, computers, and laptops.
6. Maintain timely and accurate records. Including inventory, shipments, record discrepancies and/or damaged products.
7. Provide basic instruction and training to end users, including campus support as applicable.
8. Work closely with members of the technical services team by sharing knowledge with other technicians, updating the end user and technician knowledge bases, and actively participating in team or zone meetings as necessary.
9. Assist with maintaining technology inventory as required. Maintain and replenish a stock of common tools, parts, and components needed to do your job. Maintain accurate records of these with the Technology Warehouse.
10. Perform maintenance, upgrade, and proactive activities including re-imaging, maintaining equipment, upgrades, and other related tasks.
11. Support other areas of warehouse and technology as needed.
12. Maintain a current knowledge of technology used in the district.
13. Follow all policies and procedures of the Warehouse Department and of the school district where applicable.
14. Assist in driving, moving, loading and unloading inventory at various locations manually as required. Assume responsibility of delivery of all items to proper school or department. (This will require lifting from 25 to 50 pound items at times)
15. Trained and follow OSHA guidelines (Training Provided)

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_