**Title: Technician**

**Job Code: 5050**

**Budget Code: 123**

**Salary Range: 14NE**

**Position Purpose**

Under the guidance of the Information Technology Manager, provide hardware, software and networking technical support to Capitol Region Education Council (CREC) and member school districts.

**Essential Job Functions**

* Provide front line technology support for hardware, software and end user requests.
* Assist staff, faculty and students with the use of technology.
* Follow policy and procedures for creating and modifying user accounts.
* Identifies and repairs component problems on technology equipment.
* Install and support software according to CREC’s policies and procedures.
* Install and support classroom computers, iPads, Chromebooks, office workstations and peripherals.
* Assist with cleaning and inventorying technology equipment.
* Utilize CREC’s help desk ticketing system to identify and service user requests.
* Work with suppliers and contracted services that support repair activities.
* Resolve tickets representing staff-generated technical requests of problems and troubleshoots technical and process issues.
* Collaborate with other technology staff to diagnose, problem solve and resolve technical issues.
* Follows CREC policies and administrative regulations, particularly around data confidentiality and the safe, legal and ethical use of digital information and technology.
* Maintain awareness, knowledge, and skills in the latest trends in information technology by participating in department provided training opportunities and by seeking to keep abreast of trends in the technology.

**Additional Duties**

* Performs other related duties as assigned.

**Note:**  The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task or responsibility.

**Equipment**

* Uses standard office equipment such as computers, copy machines, fax machines, and telephones.
* Will be required to service, support and use a variety of technology equipment including: computers, printers, iPads, Chromebooks, Smart Boards, projectors, smart phones, and copiers.

**Travel Requirements**

* Periodic travel to and from locations across Connecticut is required
* The employee will be required to provide his/her own transportation (mileage reimbursement is provided)

**Knowledge, Skills and Abilities**

* Understanding of computer hardware - desktops, laptops, printers, smartphones, etc.
* Understanding of business desktop applications such as Microsoft Office as well as software that is specific to education such as the Google suite.
* Basic understanding of network infrastructure such as UPS, servers, routers, switches, content filters, spam filtering, wireless access points and infrastructure cabling.
* Understanding of Windows computer operating systems, macOS, iOS and ChromeOS and enterprise management systems.
* Experience with building, assembling, repairing desktop and laptop computers.
* Understanding of wireless technologies in an enterprise environment.
* Experience with help desk ticketing systems.
* Excellent follow-up, communication, interpersonal skills and customer service skills are required.
* Excellent written and verbal communication skills.
* Ability to work in a fast-paced environment and meet deadlines.
* Ability to establish and maintain cooperative working relationships.
* Ability to work with a diverse group of individuals.
* Ability to maintain confidentiality.
* Ability to learn new operations, procedures, processes and user of equipment.
* Capable of independent problem solving, research and troubleshooting.
* Good organizational, scheduling, and time management skills are required with the ability to multitask and prioritize multiple responsibilities.
* The position requires a high level of independence at times as well as the ability to work as a member of a high performing team.

**Physical and Mental Demands, Work Hazards**

* Work is performed mostly in office and school settings.
* Hand-eye coordination is necessary to operate computers and various types of office equipment.
* The employee must occasionally lift and/or move up to 50 pounds.

**Qualification Profile**

* High School Diploma or GED
* At least six months of experience working on a Helpdesk, in Information Technology or similar technical function is preferred
* Customer focused and committed to providing high quality customer service for all users
* Conscientious about fully completing tasks accurately. Demonstrates ownership and initiative towards achieving quality results
* General understanding of information technology related concepts which include:
* Personal Computers – Laptops, desktops, tablets, Chromebooks.
* Computer peripherals – printers, docking stations, monitors.
* Smart phones
* Networks
* Network infrastructure
* Server technology
* Client operating Systems
* Software packages
* Patch management
* Cloud services (i.e. Google Suite, Office 365)
* Office equipment
* Video conferencing
* Cybersecurity
* Content management solutions

**FLSA Status: Non-exempt**

**Date: 10/18/2022**