

BRANCHBURG TOWNSHIP PUBLIC SCHOOLS
Branchburg, New Jersey

Job Description
Technology Support Technician

TITLE:

TECHNOLOGY SUPPORT TECHNICIAN

QUALIFICATIONS:

1. Degree in related field or equivalent combination of work experience and technical training
2. Strong organizational skills and ability to stay on task are essential as the position requires many different planes of support.
3. Knowledge of physical and wireless networks with ability to troubleshoot and monitor network traffic.
4. This position requires comprehensive knowledge of and experience with Google Apps for Education, Microsoft Windows, mobile devices, and computer-based hardware/software in an educational environment.
5. Experience supporting multimedia products including, but not limited to projectors, interactive Smartboards or TV's, digital media creation and audio/video production.

PRIMARY FUNCTION:

The Technology Support Technician will assist the technology department in supporting the needs of the staff, students and community.

MAJOR DUTIES AND RESPONSIBILITIES:

- Field helpdesk tickets as assigned - closing tickets and keep documentation as necessary
- Multimedia equipment setup and support
- Mobile device support
 - Setup and deployment services
 - Warranty repair and device care
 - Update and install apps as needed or requested
- Create and maintain computer images
- Software/application inventory, deployment and management
- Set-up, install and maintain computer systems, mobile devices, printers, peripherals, and software
- Prioritize and coordinate the update or repair of computer equipment including software, cleaning and preventive maintenance to best support the district's computing needs
- Setup and support for preparation and implementation of the PARCC assessments
- Data extraction and organization for various systems including state reporting
- Provides crossover support to technology staff members

TERMS OF EMPLOYMENT:

Work year and salary to be determined by the Board consistent with the terms of any applicable negotiations agreement.

EVALUATION:

In accordance with state regulations, Board of Education policy, agreement between Board of Educations and the Branchburg Township Education Association.

Board Approved: June 2, 2016