Technician, CCPP - Technology Support

FLSA Status: Non-Exempt
Pay Grade: 11
Job Title ID: 17157
Job Series/Job Family: College Support Systems & ISD Relations Series / CCPP Family (Grant Funded)

Reports To

Executive Director, CCPP.

Job Purpose

To support specialized instructional technology systems; provide basic network support functions and software services. Assist with computer related equipment and software purchases for Career and Technical Education (CTE) Programs in Austin Independent School District (AISD).

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Provides technical support, analysis, and training in the use of specialized computers, peripheral devices, and software.
2. Assists with software and hardware evaluation for purchasing.
3. Conduct research to determine sources of supply for technology related purchases.
4. Requests quotes and determines best value offered by vendors for technology related purchases.
5. Troubleshoots and resolves hardware and software issues.
6. Maintains and updates specialized training systems, computer simulations and equipment; installs software upgrades, enhancements, and revised functions.
7. Identifies and reports technical problems which need to be addressed by improved policies or procedures.
8. Reconfigures or re-images computers and installs hardware and software as needed.
9. Assists AISD district IT staff in determining configurations for computers, software, and operating systems.
10. Collect technical and administrative information and compiles data for reports.
11. Facilitates and monitors inventory and fixed assets for all AISD CTE programs and CCPP department.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- The capabilities of computer hardware, software, and operating systems.
- Hardware, software, and peripheral equipment troubleshooting techniques.
- Basic network support and remote printer management procedures.
- Job related technical terminology.
- Technical support processes and protocol.
- IT quality control processes.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.

- Effectively using organizational and planning skills, including tact and diplomacy.
- Effectively using interpersonal and communications skills.
- Operating and maintaining computer and peripheral equipment safely and competently.
- Tracking, trouble-shooting, resolving, or redirecting user problems in relation to hardware, software, or other electronic equipment and configurations.
- Using basic tools and procedures for maintaining computers and peripheral devices.
- Responding professionally, effectively, and efficiently to customer service requests.
- Prioritizing multiple tasks, projects, and demands.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and query and control languages, and providing technical support for the departmentâs applications.

Physical Requirements

Required

- Occasional lifting of objects up to 40 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a computer laboratory and office environment

Work Experience

Required

- Two years work experience in technical support of computers and peripheral equipment in a networked environment.

Education

Required

- High School diploma or equivalent.

Licenses/Certifications

Required

- Valid Texas driver's license.

Other

Required

- Depending on assignment, specific technical certifications may be required. Reliable transportation for local Austin area travel.

Preferred

- A+ Certification

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.