MERIDIAN SCHOOL DISTRICT
JOB DESCRIPTION

TECHNOLOGY SUPPORT TECHNICIAN

JOB SUMMARY

The Technology Support Technician position, under the direction of the Director of Technology, will be responsible for maintaining a reliable computer environment to meet the technology needs of the district.

Employees may be transferred or reassigned to other Technology Support Technician positions or locations, depending upon the needs of the district. This position is represented by the Meridian Classified Employees Association (MCEA) and is in the Technology classification.

MINIMUM QUALIFICATIONS

Education and Experience

High school diploma or equivalent, AA Degree or Higher preferred:
- Two years of training and/or experience in the installation, configuration, troubleshooting and repair of computers and computer networks;
- Knowledge and experience with client operating systems including Windows, Chrome OS, iOS, Linux, Apple, and Android operating systems;
- Knowledge and experience with server operating systems including Windows and Unix-based systems;
- Knowledge and experience with networks/LANs, VLANs, Routing and Wireless;
- Knowledge and experience with use and support of software applications (e.g. Microsoft Office, Google Workspace);
- Ability and willingness to learn new systems and technologies;
- Ability to follow detailed written and verbal instructions;
- Ability to establish effective working relationships and work in a team environment;
- Ability to provide technical advice and instruction to technical and non-technical users.

Licenses and Special Requirements

Technical certifications are highly desirable. Satisfactory background clearance results (fingerprinting required); proof of ability to work in the United States; depending on assignment, valid Washington State driver's license, district Type 2 drivers certificate, CPR & first aid cards may be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
1. Provide onsite and remote support for hardware, software and network issues.
2. Diagnose and repair malfunctioning computer equipment.
3. Install, maintain and support a variety of hardware and software systems.
4. Assist staff, students and families with technology questions or problems.
5. Instruct staff, students and families on proper use of technology.
6. Maintain accurate documentation with regard to assigned duties (e.g.: inventory, work logs).
7. Assist in evaluating technology requirements and trends to meet District needs.
8. Follow complex verbal and written instructions, adhere to District protocol, and work with minimal supervision.
9. Ability to communicate to any and all users, staff, students and parents, in a professional and courteous manner.
10. Respects confidentiality of information.
11. Performs other duties as assigned by the Director of Technology.

CONDITIONS

The preceding list of essential duties and responsibilities is not exhaustive and may be supplemented as necessary.

MENTAL DEMANDS

Requires substantial planning, development and creativity; requires organization and time management; requires concentration; exposed to frequent interruptions; requires effective decision-making and problem-solving; requires ability to work independently; requires ability to follow direction, requires cooperation and ability to work as team-member; requires self-discipline in behavior and attitude; requires accurate record-keeping; requires ability to maintain composure in crisis.

PHYSICAL DEMANDS

Exposed to visual display terminal and typing for prolonged periods; dexterity and precision required in the operation/repair of a computer; sitting for extended periods of time without restrictions; twisting upper torso and neck and bending forward without restrictions; occasional bending at waist to floor; lifting/carrying objects weighing up to 50 pounds; good visual and hearing ability; mobility throughout district and community via automobile/walking; may be asked to attend evening meetings.

MERIDIAN SCHOOL DISTRICT
ADDITIONAL POSITION INFORMATION

TECHNOLOGY SUPPORT TECHNICIAN

ADDITIONAL INFORMATION
Meridian's Technology Department is responsible for providing district-wide on-site, in-person and remote support for our 1750 students, their families and our 350 staff members.

In 2020, we deployed one-to-one devices to all Kindergarten through 12th grade students as part of an initiative to enhance student learning and to provide for remote learning. We currently maintain a fleet of 450 iPads, 1800 Chromebooks, 250 Windows desktops, 200 Windows laptops and 10 iMacs.

Our robust infrastructure provides wired and wireless networking, leveraging VMware Server, Windows Server, Microsoft SCCM, Microsoft Azure, Microsoft Intune, CentOS, RHEL, Ubuntu and FreeBSD to support our varied needs.

We provide and support a variety of Windows-based software, such as the Microsoft Office Suite, Google Workspace, Adobe Creative Cloud, along with over 200 iOS and Chrome Apps.

We provide and maintain telephone, intercom, surveillance, printing and other technology-based systems.