



**POSITION DESCRIPTION**

<b>JOB TITLE: Technology Service Technician</b> Job Class:	
<b>DATE</b>	Office of Operations  Technology
<b>Pay Range:</b>	<b>FLSA STATUS:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non exempt
	<b>Management Approval:</b>
<b>POSITION SUMMARY and PURPOSE:</b> Provides technical support to schools for the maintenance of technology equipment and services to include the repair and imaging of laptops, desktops, chrome books, tablets, cell phones, printers, scanners, smart boards and other equipment.	

**ESSENTIAL FUNCTIONS:** Indicate the approximate percentage of time devoted to each major task or group of related tasks. Summarize position in no more than 15 tasks, each of which requires at least 5% of incumbent's time.

**NOTE:** An essential function must meet the following criteria:

- 1) The reason the position exists is to perform that function,
- 2) No other employee is available to perform that function,
- 3) The function is highly specialized, and
- 4) Removing the function would fundamentally alter the job.

1. Maintenance and installation of all types of computing and technology devices – laptops, desktops, chrome books, tablets, cell phones, printers, scanners, smart boards and other equipment and supporting peripherals.
2. Monitors the HEAT tracking system for work orders.
3. Performs other duties as assigned.
4. Actively supports the MPS Strategic Plan.

<b>SUPERVISION RECEIVED:</b> (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)  Direct supervision provided by the Supervisor or Manager of Technology Support.
<b>SUPERVISION EXERCISED:</b> (List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) review completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisal; (h) take or recommend disciplinary action.  N/A
<b>JOB REQUIREMENTS:</b> To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and

ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**Education Requirements** (Include certificates, licenses, and/or registrations required.)

Position requires a high school diploma or GED. An associate's degree or other college level coursework is desired.

**Experience Requirements**

At least one year of experience of technical support in a client server environment. Computer certifications are essential – Comp Tia A+ hardware, Network + and/or Microsoft MCP/MTA certifications.

**Knowledge, Skills, and Abilities**

Effective oral and written communications skills are essential. Incumbent must have good social skills and listening skills. Must be able to work with a diverse population. Good technical computer skills are required. Must be able to juggle multiple priorities.

**WORKING ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

General school environment - may travel between locations within MPS.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

General office environment, must be able to handle lifting up to 50 pounds and standing, bending and reaching.

**THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.**