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Position Title: Technology Systems Technician

Term of Employment: 2 year position

Reporting Relationship: Help Desk Manager

Location: Technology Center – Data Services

Salary: \$16.96/hr

Position Summary: A Technology Systems Technician is responsible for the day-to-day maintenance and support of computer hardware and software, printers, and related technology devices throughout the District. This individual will also provide on-site basic network troubleshooting at his/her assigned locations. In addition, the Technology Systems Technician will work in conjunction with Network, Data, Telecommunications, and Instructional Services on various projects and daily technical support as needed.

Qualifications:

- Bachelor's/Associates degree in an IT related field or (5) years' experience as a Systems Technician, or similar experience
- Working knowledge of current Microsoft operating systems and software applications
- Demonstrated ability to independently diagnose and resolve complex technical issues
- Professional experience troubleshooting basic networking issues
- Proven ability to effectively communicate both orally and in writing
- Valid driver's license and vehicle

Essential Duties and Responsibilities:

- Respond to trouble tickets, independently resolve technical issues, and update the Customer Support Ticketing System accordingly
- Provide guidance and assistance to all Erie School District staff
- Conduct oneself as a professional while servicing the technical needs of teachers, students, administration, and staff
- Participate in continuing education and training to remain at the forefront of Information Technology
- Maintain current and accurate inventory of technology hardware
- Working knowledge of Windows administrative tools
- Ability to configure and install Computer systems, including installation of OS and related software applications
- Perform all related duties as assigned by the Help Desk Manager or IT Supervisor

Erie's Public Schools
148 West 21st Street
Erie, PA 16502-2834
P: 814.874.6000
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An Equal Opportunity Employer

Evaluation: Conducted annually by the Help Desk Manager and IT Supervisor

This list is intended to be illustrative rather than complete and serves to show major duties and responsibilities and does not express or imply that these are the only duties to be performed by the incumbent in this position. The employee will be required to perform any other position-related duties requested by the supervisor.

INTERESTED APPLICANTS SHOULD SUBMIT A LETTER OF INTEREST AND RESUME TO THE HUMAN RESOURCES DEPARTMENT, 148 WEST 21ST STREET, ERIE, PA 16502, NO LATER THAN 3:30 P.M. DECEMBER 16, 2016.

APPLICANTS NOT CURRENTLY EMPLOYED BY THE DISTRICT MUST HAVE A BACKGROUND CHECK AS REQUIRED BY STATE LAW ACT 34 EFFECTIVE 1/86, CHILD ABUSE HISTORY CLEARANCE EFFECTIVE 7/96 & ACT 114 F.B.I. FINGERPRINT CHECK.

POST: 8:00 AM DECEMBER 6, 2016

REMOVE: 3:30 PM DECEMBER 16, 2016

THE ERIE SCHOOL DISTRICT DOES NOT DISCRIMINATE IN EMPLOYMENT, EDUCATIONAL PROGRAMS OR ACTIVITIES BASED ON RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, DISABILITY OR BECAUSE A PERSON IS A DISABLED VETERAN OR VETERAN OF THE VIETNAM ERA. THIS POLICY OF NON-DISCRIMINATION EXTENDS TO ALL OTHER LEGALLY PROTECTED CLASSIFICATIONS. PUBLICATION OF THIS POLICY IS IN ACCORDANCE WITH STATE AND FEDERAL LAWS INCLUDING TITLE VII OF THE CIVIL RIGHTS ACT OF 1964, TITLE IX OF THE EDUCATION AMENDMENTS OF 1972, SECTION 504 OF THE REHABILITATION ACT OF 1973, AND THE AMERICANS WITH DISABILITIES ACT. INQUIRIES MAY BE MADE BY CONTACTING THE ERIE SCHOOL DISTRICT, 148 WEST 21ST STREET, ERIE PA 16502, (814) 874-6080.