

# HARLEM CONSOLIDATED SCHOOL DISTRICT #122

## Job Description

### IT Support Technician

**Supervisor:** Director of Information  
Technology

**FLSA Status:** Non-Exempt                      **Employee Group:** At-Will

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#### Qualifications:

1. High School Diploma required, Associates Degree preferred.
2. A minimum of two (2) years of demonstrated relevant experience to include a basic understanding of technology hardware, including desktop computers, laptops (Windows and Chrome), tablets, smart phones, printers, projectors, smart boards, and document cameras.
3. Ability to apply critical thinking skills in rendering solutions to various technical issues.
4. Ability to communicate effectively with persons of varying technology expertise.

#### Terms of Employment:

- Twelve (12) Month Contract
- 8 hour day
- May include on-call nights, weekends, or holidays to address technology emergencies.

#### Responsibilities:

1. Actively support the mission of the school and district.
2. Utilize conscious engagement regarding equity, diversity and inclusion.
3. Represent the Harlem Consolidated School District in a professional manner.

#### Duties:

1. Provides assistance to schools in troubleshooting technology in classrooms, media centers, admin facilities and support offices.
2. Manages service requests through the District ticketing system, meeting reasonable response and resolution time.
3. Provides setup, support, and maintenance of all IT-related equipment.
4. Maintains a strong working knowledge of District software for the purpose of providing problem diagnostics and accurate troubleshooting for timely solutions.
5. Maintains IT inventory and preforms recordkeeping functions of hardware locations, assignments, quantities, types and required repairs, including start-up and end-of-year processes.
6. Works to solve problems and provide solutions that meet school needs while upholding technology standards and District goals.
7. Keep current with best practices and requirements as they relate to your job assignment.
8. Perform such other job related duties and assume such other professional responsibilities as your supervisor may from time to time assign or delegate.

The mission of the Harlem Consolidated School District, as a vital part of the community, is to help diverse learners realize their unlimited potential by providing an educational program dedicated to academic excellence and the development of strong character in a safe and respectful learning environment.