



Office of Human Resources

JOB TITLE: Technology Support Technician

POSITION DESCRIPTION: To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Kenosha Unified School District reserves the right to modify or interpret this job description as needed.

FLSA STATUS: Non-Exempt

REPORTS TO: Regional Technology Support Technician

SUPERVISES: NA

PAY GRADE: [assigned by HR]

TERM OF EMPLOYMENT: 12 Months

JOB SUMMARY: The Technology Support Technician position oversees and maintains their assigned locations, computer hardware and software systems; as well as maintaining inventory and product support.

QUALIFICATIONS:

1. Education:
 - a. Required –High School Diploma.
 - b. Preferred – Associates degree in technology-related field or similar equivalent training.
2. Experience:
 - a. Required – One year of successful experience maintaining technology devices.
 - b. Preferred – Two years of successful experience maintaining technology devices.
3. Certifications:
 - a. Required – None
 - b. Preferred – A+ Certification

ESSENTIAL DUTIES:

1. Provides exceptional customer service to District staff and provide exceptional installation, maintenance, and repair of technology equipment.
2. Maintains and troubleshoots the diverse multi-platform technology equipment in assigned building(s), including but not limited to computers, printers, scanners, mobile devices, and interactive boards.
3. Provides clear and consistent direction and support to users requesting advice and assistance with technology-related use, problems, or issues.
4. Provides first-level support of networking equipment including, but not limited to, connectivity, cabling, wireless access points, routers/switches, and NICs.
5. Utilizes the HelpDesk ticket application in an accurate fashion, including but not limited to maintaining support tickets in help desk application (including resolutions used).
6. Maintains detailed hardware and software inventory for assigned building(s).

7. Performs and coordinates installation and maintenance of equipment, operating systems, hardware, and software.
8. Diagnoses and corrects program errors and system hardware, software, and data problems.
9. Organizes assigned project tasks to successfully meet deadlines.
10. Understands and supports District goals, including implementation and adherence to District policies and procedures, rules and regulations, and directives.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of office procedures and of spelling, grammar, punctuation, and arithmetic.
2. Ability to communicate information and ideas in writing so others will understand.
3. Skill in collecting and analyzing complex data.
4. Skill in analyzing and organizing technical data.
5. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
6. Skill in decision making by considering the relative costs and benefits of potential actions and choosing the most appropriate one.
7. Knowledge of, or the ability to learn, KUSD policies and procedures.
8. Knowledge of program planning and implementation.
9. Knowledge of project control and cost estimating techniques.
10. Ability to plan, implement, and evaluate programs.

PHYSICAL DEMANDS: Must be able to remain in a stationary position for long periods of time; occasionally required to move about inside the office to access file cabinets, office machinery, etc.; consistently and repetitively operates a computer and other office machinery such as calculator, copy machine and/or computer printer; regularly required to communicate and exchange accurate information with administration, staff, and the public. Occasionally be required to lift up to 30 pounds unassisted.

DISCLAIMER: This preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Minority Candidates encouraged to apply.

The Kenosha Unified School District is an Equal Opportunity Educator/Employer with established policies prohibiting discrimination on the basis of age, race, creed, religion, color, gender, national origin, disability or handicap, sexual orientation, or political affiliation in an educational program, activity, or employment in the District. The Superintendent of Schools/designee (262-359-6320) addresses questions regarding student discrimination, and the Chief Human Resources Officer (262-359-6333) answers questions concerning staff discrimination.

CREATED: March 2012

REVISED: March 2015

REVISED: July 2016

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