

Texas City Independent School District

P.O. Box 1150 Texas City, Texas 77592

Human Resources

(409) 916-0107

Lead Computer Technician

Job Description

Reports to: Manager of Network Services

Status: Nonexempt

Term: 226 days

Primary Purpose:

Perform on-site technical work to install and maintain computer equipment and network and software applications throughout the district. Respond to work order requests by diagnosing and repairing network and computer hardware.

Qualifications:

Education/Certification:

High school diploma or GED

Special Knowledge/Skills:

Ability to analyze and resolve computer problems at a Tier 2 level

Excellent verbal and written communication skills

Ability to communicate effectively with administration, staff and professional groups

Knowledge of typical K-12 classroom technology including desktop/laptop computers, smartboards, interactive flat panel displays, document cameras

Experience installing interactive flat panel displays

Experience supporting online state testing

Experience with mobile device management

Experience:

5 years of experience maintaining computer systems and technology in a K-12 classroom. Five years of experience performing upper level technical support (Tier 2 or higher)

Major Responsibilities and Duties:

Technical Support Management

1. Identify and resolve computer and software problems.
2. Install and test computer hardware, software, and upgrades.
3. Support and manage imaging process of district computers.
4. Problem-solve escalated technology hardware issues.
5. Compile, maintain, and file reports, records, and other documents required.
6. Monitor computer replacement plan.
7. Creates, develops and maintains department Warranty Fund and budget spreadsheets and reports.
8. Campus Technician supporting Calvin Vincent Early Childhood Center.
9. Responsible for overseeing all Technology warehouses including management, protocols, procedures, organization, and HP repair processing.
10. Level 2 support for Desktop Technicians, Interactive Displays, iPad.
11. Perform other duties as assigned.

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Supervisory Responsibilities:

None.

Equipment Used:

Hand tools and test instruments for electronic repairs and cable installations. Personal computers and peripherals, including modems and printers.

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Climbing, stooping, bending, and kneeling; frequent use of small hand tools and electronic test equipment; frequent districtwide travel. Occasional prolonged and irregular hours. May be required to be on-call 24 hours a day.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____

Date _____

Reviewed by _____

Date _____