

Wesleyan School



Technology Technician

The primary job of the Technology Technician will be repairing, maintaining, and reimaging tablet PCs. This technician will work at the Help Desk and assist students and staff with tablet problems and questions on hardware and software. The Technology Technician will report to the Technology Director as a 12 month employee.

RESPONSIBILITIES

◆ **Hardware Technician**

- Diagnoses, maintains, and repairs tablet PCs for students and faculty.
- Re-images tablets as necessary. (Using Ghost or Windows Deployment)
- Maintains repair records.
- Provides “Help Box” support to all personnel and students.
- Manages in-house inventory of supporting materials such as repair parts and installation supplies.
- Diagnoses, maintains, and repairs other computers, printers, and computer related hardware.
- Stays abreast of new technologies.
- Reviews new hardware and recommend items for purchase.

◆ **Software Technician**

- Installs all software that has been approved by the Technology Director.
- Updates all software on campus as needed – all software should be checked for updates at least yearly.
- Downloads and installs patches on all software at least yearly.
- Assists the Technology Director in maintaining detailed software licensing records.

◆ **Knowledge Base - Software**

- Windows 7
- Microsoft Office 2010
- Adobe CS5

◆ **Performs other related duties as assigned by the Tablet Program Coordinator, or Technology Director.**

- ◆ **Works various shift schedules as needed to ensure end-users needs are met. This could include early mornings, late evenings, or weekends. (Compensated for “overtime hours” by comp time.)**
- ◆ **Supports the school’s three-year technology plan.**
- ◆ **Attends at least one professional seminar or workshop per year for professional development.**
- ◆ **Reads professional journals and/or newsletters to stay abreast of emerging trends and technologies**

QUALIFICATIONS

- ❖ Knowledge and experience repairing Toshiba tablets is desirable.
- ❖ Knowledge and experience with OneNote, DyKnow, and Moodle is desirable.
- ❖ Working knowledge and experience with Mac computers and software is desirable

- ❖ High level of interpersonal skills.
- ❖ Should be creative and flexible.
- ❖ Must demonstrate a willingness to accept responsibility and to cooperate with all levels of school employees.
- ❖ Must be able to work without constant supervision.
- ❖ An A+ certification is desirable.

REQUIREMENTS

Interested applicants should have a college or technical school degree, experience in the educational technology field, a patient disposition, a collaborative attitude toward decision-making, a strong grounding in the Christian faith, and a strong interest in providing technical assistance with a servant's heart.