

Title: Information Systems Technician – Raleigh County

Term of Employment: 240 days

SALARY: Per Raleigh County Schools Salary Schedule based on certification or licensure and year of experience.

Nature of Work

With minimal supervision, performs midlevel technical work in installing, implementing, and maintaining micro and mini computers and related peripherals. Performs end user support for general hardware and network issues. May receive specialized training for support of software or peripherals.

Examples of Work

Support of software and hardware purchased from contract vendors as part of state, county, or RESA programs.

Repair of computers, monitors, printers, and similar devices. These repairs may be of any degree from component level to device replacement, and may include warranty and non-warranty procedures.

Installation of operating systems and software to specified parameters.

Basic configuration of workstation software and hardware.

Install a prepared hard drive image via cloning software, and configure as instructed.

Configure a scheduled backup according to a set plan.

Utilize diagnostic software to identify problems with hardware and take appropriate corrective action.

Recognize problems related to network and/or domain administrative functions and notify the appropriate authority for assistance in resolving.

Trouble shoot network related issues from the local computer to the wall connection.

Maintain detailed service reports and records, asset recording and tracking, inventory forms, and other records management as assigned.

Record and submit daily timesheets, assignment calendars, and other time management tasks as assigned.

Assist with and facilitate the coordination of technology resources from various funding sources within an organization.

Knowledge, Skills, and Abilities

Knowledge of current PC level operating systems is required, including installation, repair, upgrading, and supporting.

Knowledge of basic LAN principles and troubleshooting is required.

General knowledge and familiarity with computer hardware, software, terminology, and practices is required.

Skills and familiarity with proper soldering techniques, component identification, schematic reading, bench testing, and related electronic repair tasks is helpful but not required.

The ability to communicate with others in a clear, concise, friendly manner is required. The management of information, both in gathering and reporting is a very substantial part of this position. Effective communication skills in oral and written format are required.

The ability to interpret and compile technical information into a user friendly format is essential.

Minimum Qualifications

CompTIA A+ certification and CompTIA Network + certifications are required. An equivalent industry recognized certification that verifies skill set(s) comparable to those listed may be considered at the discretion of the program coordinator and or the executive director. Certifications used to qualify for any Information Technology position must be kept current and active during the duration of employment in that position.

In addition two of the following requirements must be met with no more than one from each category;

Experience:

1 year or more paid and verifiable experience working in a corporate or educational IT setting that included networked computer support as part of the daily work assignment.

OR

2 years or more paid and verifiable experience working in an IT setting that included end user computer support as part of the daily work assignment

Training or additional certifications:

Major Vendor Training in desktop and operating system support (i.e. Microsoft Certified Desktop Support Technician).

OR

Successful completion of a certificate program in an information systems, information technology, computer science, network technology, or related program of study from a recognized vocational/career education provider.

Education:

An Associate Degree from an accredited college or university in an information systems, information technology, computer science, network technology, or related program of study.

REPORTS TO: SESC Chief Administrator, Raleigh County IT Director or designee

CONTRACT/AGREEMENT:

This position is grant-funded based on availability of funding. SESC employment agreements are for one year or less. SESC does not issue continuing employment contracts. The execution of this employment agreement is contingent upon funding.

EVALUATION:

Performance of full time teaching positions will be evaluated in accordance with State Board Policy.

CONDITIONS OF EMPLOYMENT:

It is the policy of SESC to maintain a learning and working environment that is free from drug, alcohol, and tobacco abuse. SESC prohibits any form of racial, sexual, religious and/or ethnic harassment or violence.

EQUAL EMPLOYMENT OPPORTUNITY:

SESC is an equal opportunity employer and does not discriminate with regard to race, religion, color, age, sex, national origin or handicapping condition. No discrimination based upon such factors will be made in the selection, salary, promotion, demotion, transfer or termination of any employee.

DEADLINE TO APPLY:

Applications must be received by 4:00pm October 9, 2020

Candidates for employment must submit a: 1) SESC application; 2) current resume; 3) college or university transcripts

Please email applications to:

Derek Brooks

Network Administrator

dkbrooks@k12.wv.us