

Title: Information Systems Technician – SESC providing services to 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 mid-level technical work in installing, implementing, and maintaining PCs, tablets, Chromebooks, MacBooks, iPads, and related peripherals. Conducts end-user support for general hardware and network issues. May receive specialized training for the support of software or hardware. Will also assist with door access systems, phones, and cameras. Other duties as assigned by Director of Technology, Systems Administrator, and Network Administrator

EXAMPLES OF WORK

- Troubleshoot and repair PCs, MacBooks, iPads, Chromebooks, monitors, printers, and endpoint devices. These repairs may be of any degree from component level to device replacement and may include warranty and non-warranty procedures.
- Provision end user devices via imaging, configuration profiles, or manual configuration.
- Manage devices using Mobile Device Managers (MDM)
- Install and configure workstation software and peripherals.
- Install and configure other network attached devices, including phones, cameras, access points, etc.
- Install, terminate, and certify Cat6 and fiber data cable.
- Troubleshoot network or directory related issues and escalate as needed.
- Maintain detailed service reports and records, asset recording and tracking, inventory forms, and other asset management tasks as assigned in an inventory and ticketing system.
- Record and submit daily timesheets, assignment calendars, and other time management tasks.
- Assist with and facilitate the coordination of technology resources from various funding sources within an organization.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of current Windows, Mac, iOS, and Chrome operating systems is required, including installation, repair, upgrading, and support.
- Knowledge of basic LAN principles and troubleshooting is required.
- General knowledge and familiarity with computer hardware, software, terminology, and practices are required.
- Skills and familiarity with proper soldering techniques, low voltage wiring, component identification, schematic reading, bench testing, and related electronic repair tasks are helpful but not required.

- Communication with others in a clear, concise, and friendly manner is required. The management of information, both in gathering and reporting, is a very substantial part of this position. Practical communication skills in oral and written format are required.
- The ability to interpret and compile technical information into a user-friendly format.

MINIMUM QUALIFICATIONS

CompTIA A+ certification and CompTIA Network + certifications are preferred or may be obtained within a year. An equivalent industry-recognized certification that verifies skill set(s) comparable to those listed may be considered at the discretion of the Director of Technology and/or the executive director. Certificates 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 includes networked computer support as part of the daily work assignment.

OR

Two 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 system, information technology, computer science, network technology, or related program of study from a recognized vocational/career education provider.

EDUCATION

- High school or equivalent (Required)
- An Associate Degree from an accredited college or university in an information system, information technology, computer science, network technology, or related program of study. (Preferred)

REPORTS TO

SESC Chief Administrator, Raleigh County Schools Director of Technology, Systems Administrator, Network Administrator, or Superintendent Designee

CONTRACT/AGREEMENT

This position is based on the 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.

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

Send Applications To: jlbutcher@wvesc.org

Applications must be received by **4:00 pm December 26, 2025 or until filled.**

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