

RAMAPO INDIAN HILLS REGIONAL HIGH SCHOOL DISTRICT
Franklin Lakes, New Jersey

Job Description

Title: Technical Support Staff/Head Technician

Organizational Relationship: Reports to the Coordinator of Instructional Computer Services.

Primary Function: To assist the Coordinator of Instructional Computer Services in supporting and maintaining the instructional technology in the District.

Major Responsibilities:

1. Oversee the Technical Support Staff in day-to-day operations.
2. Maintain a positive working relationship with administration, faculty, and students.
3. Work closely with coordinator of instructional computer services to plan new projects, installations, and upgrades.
4. Support and maintain all computers and related hardware in the district. This includes but is not limited to, troubleshooting, repairing, and upgrading both hardware and software.
5. Control desktop access and set up user workstations.
6. Configure, install, and test all incoming computer equipment.
7. Assist coordinator of instructional computer services in the administration and maintenance of Local and Wide Area Networks.
8. Configure all new and existing equipment according to district and industry standards.
9. Keep track of all incoming and existing hardware and software in an asset management database.
10. Perform routine preventative maintenance on all computers and related equipment.
11. Oversee and document break/fix activities on all hardware.
12. Unpack, document, and tag all new equipment.
13. Oversee equipment usage and scheduling and assist faculty and students in the use of that equipment.
14. Assist in various multimedia productions and presentations when required by the district coordinator of multimedia and A/V.
15. Additional tasks of a technical nature as designated by the coordinator of instructional computer services/director of technology.

Qualifications: Must have a working knowledge of Apple computers and PCs, Mac OS, Windows 9X-2000, and related software. Also, must possess basic networking skills and strong interpersonal communication skills.

Terms of Employment: Ten (10)- or twelve (12)-month year in accordance with contractual arrangements as approved by the Board of Education.