WARREN COUNTY PUBLIC SCHOOLS

210 North Commerce Avenue Front Royal, Virginia 22630

Phone (540) 635-2171

PC Technician
Position Description

LOCATION: Central Office

JOB CATEGORY: Professional Support

PAY GRADE: Grade 36

FSLA: Non - Exempt

IMMEDIATE SUPERVISOR: Director of Technology

GENERAL DEFINITION AND CONDITIONS OF WORK

Provides computer hardware, software, and printer repair, maintenance and troubleshooting in instructional and administrative settings throughout the school system. Installs, tests, and maintains computer equipment and peripherals. Identifies and solves problems related to technology and communicates with users, manufacturers, and vendors concerning hardware or software issues. This position will also be responsible for minor networking functions and user instruction. This position will report to the Director of Technology.

ESSENTIAL FUNCTIONS/TYPICAL TASKS

The minimum performance expectations include, but are not limited to, the following functions/tasks:
- Printer troubleshooting and repair
- Computer installation and configuration of hardware, software, and servers
- Computer Troubleshooting; Solves problems related to and maintains workstations and peripherals in schools and division offices
- Computer repair and preventive maintenance
- Installs new or updates of software on school computer devices
- Keeps informed on the latest technologies, practices, and programs in the technology field
- Assumes responsibility for professional growth and keeps materials, supplies, and skills up to date
- Examines and recommends technology hardware and software to teachers, assistants, and administrators
- Assists in the implementation of the county-wide technology plan
- Troubleshoot projectors, interactive whiteboards, and document cameras
- Minor network setup and administration
- Assist other technology staff as needed

- Models non-discriminatory practices in all activities
- Complies with and supports school and division regulations and policies
- Maintains proper boundaries with students at all times, assuring respect for the ethical and legal duties in the staff/ student relationship and the essential duty to serve as a role model
- Provides a good role model of an educated professional in appearance, demeanor, dress and behavior
- Performs related duties as assigned by the director of technology in accordance with the school/ system policies and practices

KNOWLEDGE, SKILLS AND ABILITIES

Requires a personable individual capable of managing their schedule independently to accomplish a variety of tasks. Candidate must possess demonstrated ability and professional and personal characteristics necessary for working effectively with school personnel and members of the community. The ability to diagnose and solve computer, peripheral, and network problems; ability to establish and maintain effective working relationships with staff, teachers, administrators, and students.

EDUCATION AND EXPERIENCE

A minimum of 3 years' experience working in the technical computer field with knowledge of a variety of software: Windows 10, Microsoft Office, Voice IP, Google Apps for Education, and Windows Server 2008, and various administrative and educational software packages. Experience with printer repair is preferred. A high school diploma is required with additional technical training or college level coursework. A+ certification and Network+ certification is desirable.

SPECIAL REQUIREMENTS

Candidate must possess good moral character and is expected to be a role model, in and out of the school. Must be able to provide own transportation to schools throughout the division.

PHYSICAL DEMANDS/REQUIREMENTS

Duties performed typically in school settings to include: offices, computer labs, and classrooms. Frequent walking, standing, sitting, stooping, lifting, up to approximately 30 pounds, and occasional lifting of equipment such as technology equipment weighing up to approximately 75 pounds may be required.
Frequent operation of a vehicle and office equipment is required. Vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing

written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, noise and hazards. Contact with staff members and administrators is required. Occasional contact with technology professionals may be required. Frequent contact with vendors and other technicians by phone, e-mail, or in person is necessary.

EVALUATION

The Director of Technology will evaluate performance on the ability and effectiveness in carrying out the above responsibilities.