



ESSEXVILLE-HAMPTON PUBLIC SCHOOLS

303 Pine Street, Essexville, MI (989) 894-9700

JOB POSTING **Internal/External**

Posting Date: Feb 15, 2022

Posting Title: Technology Support Technician

Position Start Date: July 1, 2024

Qualifications:

- High School graduate; training beyond high school preferred.
- Experience in Tier 1 direct technical support to end users.
- Troubleshooting experience with desktops, laptops, mobile devices and peripherals.
- Excellent organizational and time management skills.
- Customer service focus and the ability to communicate effectively with others.
- Ability to lift and transport a minimum of 50 pounds.
- Valid Michigan driver's license.

Duties/Responsibilities:

- Provide computer related hardware and software troubleshooting and repair throughout the district.
- Provide technology help desk support to staff and students and update the ticketing system with detailed information about problem resolution.
- Provide support for user account management.
- Provide support for digital curriculum and assessment programs.
- Perform regular audits of hardware and software systems to ensure district technology is operational and up-to-date.
- Perform routine maintenance on computers or related hardware for support issues as needed.
- Setup and install new computer related hardware and software as needed.
- Assist in the recycling of old technology.
- Assist in maintaining an up-to-date inventory for district technology.
- Assist in training for building staff in software use, troubleshooting, maintaining and operating computers, mobile devices, peripherals, phones and voicemail.
- Work flexible hours, when needed, to assure maximum up-time for customers.
- Maintain a high level of ethical behavior and confidentiality of information about students and staff.
- Other duties as assigned by the Director of Technology.

Reports to: Technology Director

Salary Range: \$33,000 - \$41,000 depending on experience, includes benefits.

Deadline: March 22, 2024

Please send copy of resume and letter of interest via mail or email to:

Miranda Antcliff,
Director of Employee Services
303 Pine Street
Essexville, MI 48732
antcliffm@e-hps.net