

Technician III – Computer Deployment

The position of **Technician III –Computer Deployment** will be available at the **Technology Department** at **East Central ISD** for the 2017-2018 school year. All individuals (district employees included) who are interested in this position must apply online through **Frontline** via the district website. The deadline for submitting an application is 4:00 p.m., Wednesday, March 28, 2018 or until position is filled.

Primary Purpose: Perform all Technician II duties and specialize in supporting computer deployments, including Windows & Apple computers. The position will provide the images needed for the technicians to update, deploy, and repair computers. The position will maintain a high level of knowledge related to Apple, JAMF, and KACE technologies and train all technicians in the appropriate skills. The position will provide the technicians with all the resources needed for installing, updating, and repairing computer equipment.

Major Responsibilities and Duties:

1. Includes all Technician II responsibilities and duties plus the below.
2. Maintain a high level of knowledge of Apple servers, iPads, computers, and equipment.
3. Provide technicians with all the resources needed to install, repair, and upgrade Apple equipment.
4. Maintain a high level of knowledge of Windows & Apple Imaging processes and KACE.
5. Provide technicians with all the resources needed to utilize Imaging in the most effective manner.
6. Maintain a high level of knowledge of Symantec protection products.
7. Maintain current knowledge of security needs related to end-point protection, including GPOs.
8. Work with the administration on deploying, maintaining, and updating the District's Technology Security Plan.
9. Provide technicians with all the resources needed to protect District equipment from Cyber Threats.
10. Maintain skill and knowledge levels on Windows, Apple products, and KACE.
11. Attend and study materials and resources provided by the district in a timely manner and pass the related certification examinations for Windows, Apple, and KACE.
12. Create and continuously update a plan for training related to current and future positions.
13. Assist other technicians as needed or when caught up on work orders.
14. Maintain confidentiality of student and staff information.
15. Complete work as indicated by the Director of Technology, the expeditor, or the ticket priority, in that order.
16. Other duties as assigned.

****** On-Task Responsibilities:**

- The technician must have the ability to follow attendance procedures, including clocking in and out, according department and district regulations and policies
- The technician must have the ability to use time effectively and to stay on-task during the entire day
- The technician must be capable of accurately documenting time on tasks, tickets, and other duties

NOTE: Not all applicants will be interviewed. Each applicant's resume, application and other available information will be considered in the screening process. **Only those persons currently meeting all of the minimum requirements will be considered.**

Qualifications:

Education:

- High school diploma or GED

Special Knowledge/Skills:

- Possess and retain a valid State of Texas driver's license – the driving record must meet East Central ISD's insurance issuing authority for the operations of school district vehicles in the performance of assigned duties
 - Ability to detect, analyze, and solve technical problems
 - Effective communication and interpersonal skills with a customer service attitude and demeanor
 - Ability to use personal computers and office software, including google and MS Office products
 - Strong organizational skills
- *Extensive understanding of computer deployment using images on Windows and Apple products*

Preferred Experience:

- Minimum of 5 years' experience in computer troubleshooting of the type in East Central ISD
 - Documented quality experience in networking computers, printers, and other network equipment
 - Documented experience with Windows, Mac, and mobile device operating systems
- Some experience with Active Directory*
**Experience with JAMF, Casper, and KACE*

Preferred Certifications:

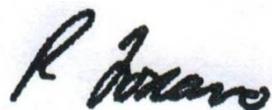
- CompTIA A+ Hardware, CompTIA A+ Operating Systems, *Cloud+*
 - Dell Desktops, Notebooks, Chromebooks, Printers, *Apple iPads, Macs, and JAMF*
 - Microsoft Specialist in Windows 7 & 10, & *Fundamentals of IT*
 - At least one additional network related certification
- *Apple Certification, including servers, covering District equipment*

Equipment Used: Personal computer equipment, service tools, technology websites, motor vehicles, and phone

Working Conditions: *Mental Demands/Physical Demands/Environmental Factors:* Maintain emotional control under stress; work with frequent interruptions. Frequent standing, stooping, bending, kneeling, pushing, and pulling, carrying and running. Frequent light lifting and carrying (less than 15 pounds); occasional heavy lifting (45 pounds or over) and lifting and moving equipment. Work inside and outside (exposure to sun, heat, and inclement weather); exposure to noise; exposure to biological hazards. Frequent use of small hand tools and electronic test equipment; frequent district-wide travel between schools and warehouse. Occasional prolonged and irregular hours. Normal classroom/office environments, and work around electrical energy.

Period of Employment: 260 day basis

Salary: Auxiliary Pay Grade 408



Roland Toscano
Superintendent of Schools

An Equal Opportunity Employer