

ARLINGTON HEIGHTS SCHOOL DISTRICT 25
1200 South Dunton Avenue
Arlington Heights, Illinois 60005-3122

Job Description
Building Support Technician

Purpose:

The primary job of the Building Support Technician was established for the purpose(s) of maintaining operation of the technology in the building, complementing classroom instruction with software applications and computer technology; troubleshooting technology problems in the building; providing written support and/or conveying information regarding instructional materials.

Essential Functions:

- Assesses malfunctions of hardware and/or software applications for the purpose of determining appropriate actions to maintain building technology operations.
- Coordinates timely repairs and replacements of building technology for the purpose of maintaining building technology operations.
- Prepares documentation (e.g. instructions, memos, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Researches software applications for the purpose of providing recommendations regarding potential applications appropriate for student level.
- Establishes a system of preventative maintenance for the purpose of ensuring equipment is in proper working condition including software updates, maintaining supplies and cleaning.
- Utilizes various programs such as Remote Desktop, backup software and Server Admin Tools for the purpose of remotely managing systems, disaster recovery, and server management
- Administers OS X Server for the purpose of setting up user accounts and troubleshooting account issues
- Provide basic troubleshooting and activate network ports as needed for the building LAN for the purpose of maintaining network connectivity and setting up new systems.
- Update and maintain the building software and hardware inventory for the purpose of managing building assets and licenses.
- Monitors students for the purpose of providing a safe and positive learning environment including addressing inappropriate use and behavior as defined by the District 25 Acceptable Use of Electronic Network procedures.

Other Functions:

- Procures supplies and materials for the purpose of maintaining availability of required items.
- Participates in training for the purpose of updating skills as changes occur in District software and building technology.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
- Assist with educational technology professional development including orienting new staff.

Job Requirements:

Specific skill-based competencies required to satisfactorily perform the functions of the job include: communicating with persons of varied cultural and educational backgrounds, operating all technology equipment and software used in the building, operating standard office equipment; performing standard clerical procedures; preparing and maintaining accurate records; and planning and managing projects.

Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: pertinent computer hardware and software applications; rules and regulations regarding copyright laws; operation and maintenance of specialized and technologically advanced audio/visual, TV, and computers;

methods, techniques, tools and equipment used in the repair and cleaning of building technology equipment; and interpersonal skills using tact, patience, and courtesy.

Specific ability-based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; attention to detail; implementing established curriculum; meeting deadlines and schedules; working under time constraints; provide technical assistance and advice to others; establishing and maintaining effective working relationships; communicating with diverse groups; adapting to changing work priorities; working as part of a team; and working with frequent interruptions.

Working Environment:

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing and/or pulling and significant fine finger dexterity. Generally the job requires 50% sitting, 25% walking, and 25% standing. This job is performed in a generally clean and healthy indoor environment.

Performance Responsibilities:

- Provides technology support to staff and students in the building;
- Assists classroom teachers with setting up new technologies and installing software;
- Performs routine maintenance and troubleshooting on all technology in the building;
- Assists classroom teachers/students with technology projects;
- Assists students with Internet use and technology projects/research;
- Maintains building hardware and software inventories; and
- Performs such other duties as may be directed by the Building Principal or the Director of Technology and Assessment.

Education and/or Experience:

- High School diploma required. Associates Degree or Bachelor's Degree preferred.
- Illinois Paraprofessional approval required.
- Ability to operate a computer and related software including Apple operating system.
- Ability to administer Apple servers and troubleshoot technology issues.

FLSA Status: Non-Exempt

Employee Group: TCAP

Work Year: School days when students are in session, SIP and Institute Days, additional week in August before the school year begins.

Reports to: Building Administrator and Director of Technology and Assessment

PHYSICAL DEMANDS

Strength and Endurance

Lifting	Frequent – less than 66%
Carrying	Frequent – less than 66%
Pushing	Frequent – less than 66%
Pulling	Frequent – less than 66%

Mobility

Standing	25%
Walking	25%
Sitting	50%

Coordination

Stooping	Occasional – less than 33%
Kneeling	Occasional – less than 33%
Crouching	Occasional – less than 33%
Crawling	Occasional – less than 33%

Upper Extremity

Reaching	Constant – more than 66%
Handling	Constant – more than 66%
Fingering	Constant – more than 66%
Feeling	Constant – more than 66%

Climbing and Balancing

Climbing	Seldom – less than 5%
Balancing	Occasional – less than 33%

Sensory – Talking

Ordinary	Constant – more than 66%
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Sensory – Hearing

Conversation	Constant – more than 66%
Other Sounds	Constant – more than 66%

Sensory –Vision

Acuity – Near	Constant – more than 66%
Acuity – Far	Frequent – less than 66%
Depth Perception	Constant – more than 66%
Color Vision	Constant – more than 66%
Field of Vision	Constant – more than 66%

ENVIRONMENTAL CONDITIONS

Temperature and Moisture

Extreme Cold	Seldom – less than 5%
Extreme Heat	Seldom – less than 5%
Wet/Humid	Seldom – less than 5%

Noise and Vibration

Noise	Constant – more than 66%
Vibration	Seldom – less than 5%

Hazards

Mechanical	Seldom – less than 5%
Explosive	Seldom – less than 5%
Electrical	Seldom – less than 5%
Radiation Exposure	Seldom – less than 5%
Burn Exposure	Seldom – less than 5%
Other Hazards	Seldom – less than 5%

Atmospheric Conditions

Fumes Exposure	Seldom – less than 5%
Mists Exposure	Seldom – less than 5%
Odors Exposure	Seldom – less than 5%
Gases Exposure	Seldom – less than 5%
Dust Exposure	Seldom – less than 5%
Other Atmospheric	Seldom – less than 5%

Protective Clothing and Devices

Not Applicable

Work Environment

Inside	100%
Outside	0%