

**Stafford Public Schools**  
**Computer Technician- Level 2**

**Job Description:**

The Computer Technician- Level 2 (CT-L2) is responsible for the installation, maintenance and repair of computer equipment and peripherals. As a member of the IT Department, the CT-L2 provides technical assistance with the installation, maintenance, and updating of technology throughout Stafford Public Schools, as well as with the investigation and resolution of hardware, software, LAN, and server problems. Additional duties include maintaining the active directory, group policy and district website, and ensuring the integrity of the backup systems. The CT-L2 responds to requests for technical support and will interact directly and professionally with faculty, staff and students to ensure that high service levels are met and technical problems are resolved. Requests will be tracked to establish and maintain IT Department standards and procedures according to instructions from the IT and Network Coordinator. The position requires driving between school buildings, working in a normal school environment, moving, setting up, and transporting reasonable materials and equipment.

**Job Duties:**

- Maintain, analyze, troubleshoot and repair computers, printers and peripherals
- Unpack, connect, set up and test new computers, printers, and other peripherals
- Install, upgrade, and troubleshoot software and operating systems
- Maintain helpdesk ticketing system and document resolutions for future reference
- Maintain district-wide technology inventory (computers, printers, peripherals, etc)
- Provide training and assistance to end users in the use of computers and other technologies
- Provide, maintain, and troubleshoot Network connectivity as assigned
- Maintain, and update as needed, IT reference documents
- Check backup system's integrity
  - Review status of Hyper V Replication
  - Review status of shadow copy
  - Review status of backup solution
- Active Directory:
  - Train all building tech leaders in each building who utilize the Active Directory (maintaining and creating new students for network access)
  - Maintain district-wide structure of the Active Directory (organizing and promoting students, cleaning up data, working with designated users to a promote efficiency and accuracy)
- Group Policy:
  - Review active group policies (control work space on individual computers) to maintain accurate specifications, streamline the group policy architecture, deploy the printers and other related hardware to designate staff
- District Website:
  - Train staff on how to use the features and function of the district website
  - Facilitating efforts to edit existing features and functions at the district/school level
  - Troubleshooting issues that emerge from school and district leaders
- Display a positive and courteous attitude
- Perform other duties as assigned
- Oversee district communication platform

**Qualifications:**

- Associates Degree, A+ certification competencies, and/or professional experiences in computer repair
- Experience with and expertise in repairing personal computers
- Competent with Microsoft Office and desktop applications
- Experience with computer hard drive imaging
- Understanding of basic TCP/IP and networking tools
- Proficiency in setting up Microsoft networking for printing, file sharing, and device sharing
- Experience installing Windows 7- Windows 10
- Network wiring skill asset
- Excellent interpersonal and communication skill
- Ability to lift 50 lbs
- Ability to work independently and be self-motivated
- Valid driver's license and reliable transportation

**Responsible to:**

IT and Network Coordinator

Evaluations completed by the IT and Network Coordinator