



Title: Information Technology-Tech Services 1
Reports To: Chief Technology Officer

FLSA: Non-Exempt
Updated: May 2023

Position Summary

This year around position is responsible for maintaining district computers, servers, and network related hardware and software. The successful candidate will fulfill a wide range of computer systems service, maintenance, installation, and repair while establishing and maintaining a high-level customer service relationship with faculty, students, and staff personnel. The eligible person will be required to work as a key team member of the COPESD Technical department to ensure established procedures, policies, priorities and technical goals are accomplished. This position reports to the COPESD Chief Technology Officer.

Primary Duties and Responsibilities

(Essential functions in terms of the American's with Disabilities Act)

- Must be a self-starter with the ability to plan, organize, and prioritize tasks.
- Demonstrated knowledge of applications and functions of computer network systems components and processes, hardware, software, and peripheral devices.
- Demonstrated ability to maintain, troubleshoot, problem solve, integrate, plan, and implement district wide technology issues.
- Recent related experience in personal computer system installation and support including network systems, MS Server Products, MS Office, MS Operating systems, Chrome OS, iOS, and Mac OS.
- Willingness to work in and travel to various school districts.
- Microsoft, or other applicable technical (A+, CAN, and/or MCP) certifications preferred
- Good written and verbal communication skills required.
- Strong interpersonal and customer service skills required.
- Strong ability to organize, prioritize and meet deadlines on multiple issues simultaneously.
- Valid Michigan Driver's license with a good driving record is required.
- Must submit to and pass all required pre-employment screening
- Other responsibilities as assigned at the direction of the Technology Supervisor or Superintendent.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.

Preferred Employment Qualifications

Education: Associate's degree in Information Technology or computer related degree preferred.

Experience: Minimum of 1 – 3 years' experience.

Supervisory Responsibilities: None

Certificates, Licenses, or Registrations: CompTIA, Cisco, Microsoft, and VMWare



Other Knowledge, Skills, and Abilities: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Required:

1. Ability to consistently and reliably perform all duties of the position.
2. Under general supervision, perform a variety of technical duties in support of the district's technology systems.
3. Ability to establish, maintain and foster positive working relationships.
4. Evaluate and diagnose computer hardware and software problems associated with devices and other related equipment.
5. Performs routine tasks of local area network administration and maintenance.
6. Develops and implement a computer maintenance schedule
7. Performs other related work as necessary for the COPESD and/or collaborative local school districts as assigned
8. Ability to use computer technology efficiently including word processing, PowerPoint, and Excel spreadsheets.
9. Ability to communicate effectively at all levels.
10. Ability to problem solve and use critical thinking.

Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit or stand for long periods of time and occasionally must manually move, lift, carry, pull or push heavy objects or materials. There is occasional stooping, bending and reaching. Close vision is required to perform computer related tasks.

Work Environment:

The noise level in the work environment is usually quiet to moderate with occasional exposure to data center and server room equipment noise.

The qualifications listed above are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties of the job.

Note: This tech may be assigned to any district within COPESD, and it may be changed at any time.

Terms of Employment

Annual Work Days: 2080 (8 hours per day)

Salary Scale: Tech level 1

This job description is not an employment contract and should not be construed as such. Additionally, no other statement, verbal or written, is to be interpreted to constitute an employment contract or an employment relationship other than at-will. Employment in support staff positions with Cheboygan Otsego Presque Isle Educational Service District (COPESD) is not by annual contract but rather is at-will, and terminable either by the employee or the employer at any time, with or without cause, except as otherwise provided by law.

This current job description supersedes all prior descriptions and all previous versions of the job description are null and void. This job description may be amended or modified at any time by the employer. Any such modification will be timely communicated to all affected employees.