

**YUMA CATHOLIC HIGH SCHOOL**  
**JOB DESCRIPTION**  
**IT TECHNICIAN**



**I. IT TECHNICIAN**

Under the supervision of the Director of Technology, the IT Technician will be responsible for the maintenance of all school-managed computer workstations, peripherals, and associated software. The successful applicant will also be the main point of contact for faculty and staff who are experiencing technical issues. Finally, the IT Technician will provide assistance with the maintenance of the school's IT systems and network as needed.

**II. RESPONSIBILITIES**

- Maintain student Chromebooks
  - Diagnose specific hardware and software problems
  - Arrange for part replacement and/or service under manufacturer's warranty
  - Coordinate the packing, shipping, tracking, and receiving of parts and computers from the manufacturer
  - Install replacement parts
  - Maintain case logs for each support occurrence
  - Perform preventative maintenance for all units during summer break
    - Inventory new units
    - Repair, if applicable
    - Restoration of original school settings
- Troubleshoot software and hardware issues for faculty and staff workstations
- Remove malware from infected workstations
- Install new and/or update old software on faculty and staff workstations
- Setup and deploy new workstations as needed
- Manage the Google Admin Console
- Manage student content filtering software and monitor student computer usage
- Assist in monitoring the school's network for unauthorized activity as well as violations of the school's acceptable use policy
- Assist in troubleshooting and resolving various IT systems issues

### **III. REQUIRED KNOWLEDGE AND SKILLS**

- Have experience with both laptop repair and customer service
- Be able to effectively communicate in English, both orally and in writing
- Have the ability to work with minimal supervision
  - Effectively and creatively solve problems and take initiative
  - Skillfully prioritize multiple projects and assignments
- Be proficient with various operating systems and productivity software
  - Windows 10
  - Windows Server 2012
  - Chrome OS
  - iOS
  - Office 2013 suite
  - Acrobat Pro
  - Google Docs suite
- Know how to set up networked and stand-alone hardware
- Be familiar with IP access control and address filtering
- Show tact and judgment when handling different personalities and effectively improvise during emerging situations
- Establish and maintain effective working relationships with others
- Be discrete in maintaining the confidentiality of sensitive information, files, and records

### **IV. PHYSICAL REQUIREMENTS AND THE WORK ENVIRONMENT**

Most work is performed in an office environment where the IT Technician will spend time looking at computer monitors as well as sitting, standing, bending, stooping, etc. depending on the current task. Many duties may involve crawling under desks and other furniture, climbing ladders, entering crawl spaces, and managing cables above ceiling tiles. Some assignments may require working nonstandard business hours depending on school activities or functions.

### **V. QUALIFICATIONS**

- English language fluency
- A+ Certification
- Two or more years of related experience and/or training
- Class One Fingerprint Card
- Valid Arizona Driver License