Educational Service Center
of Medina County

Job Description

Title: **Lead Technician – Medina City School District**

Reports To: Technology Services Director or designee

Supervises: Personnel as directed

FLSA Status: NON-EXEMPT

Qualifications:
- Holds a high school diploma and post-secondary training in computer technology field or related field; or a combination of high school diploma, post-secondary training in computer technology, and/or actual work experience in computer technology field.
- Associates Degree and/or A+ certification is Mandatory
- Completes documented evidence of a clear criminal record
- Possesses a valid Ohio driver's license.

Description:
　　Serves to support computer and data network technology systems in the Medina City School District and its Shared Services partners.

Key Functions:

Ethical and Professional Attributes and Behaviors:
1. Implements the Educational Service Center of Medina County's philosophy of "Making yourself indispensable."
2. Cooperates with the philosophy and operational procedures of the local, city, or joint vocational school; nonpublic school; or other contracted agency.
3. Maintains a positive working relationship with personnel from the county and all contracted schools or agencies.
4. Represents the ESCMC and its service schools with professionalism at all times.
5. Demonstrates integrity and ethical behavior at all times.
6. Maintains confidentiality in all job-related discussions and communications.
7. Takes all necessary and reasonable precautions to protect equipment, materials, and facilities.
8. Maintains accurate, complete, and correct records as required by law, district policy, and administrative regulations.
9. Is regular and prompt in attendance.
10. Dresses professionally and appropriately for the position. Exhibits personal habits and behavior that are professional and appropriate for the position.
11. Seeks opportunities to improve skills and grow professionally.

12. Attends and actively participates in all required/assigned training sessions, meetings, and other responsibilities.
13. Responds quickly to directives from the Superintendent.

Professional Skills:
1. Maintains and repairs computer hardware.
2. Remains current on computer and network repair and maintenance skills and requirements.
3. Provides software support, both technical and application.
4. Is an integral member of the Medina County Schools' Educational Service Center technology team.
5. Is an integral member of the assigned organization's technology team.
6. Conducts oneself in a professional manner.
7. Participates/assists in staff development and training programs.
8. Interacts appropriately with end-users.
9. Operates independently in a limited supervised environment.

Technician Responsibilities:
1. **Support:**
   a. Maintains and break-fix repairs computer hardware and software including: desktop computers, laptops, monitors, iPads, iPhones, IP Phones, projectors, document cameras, surveillance cameras, printers, postage machine, Chromebooks, Wi-Fi,, switches, booking camera, large screen displays, in-car cameras, car laptops, car tablets, GPS/LTE system, antennas, panic buttons, labs and Road Room, E-Ticketing system, backup system for Records Dept. and various other hardware and local apps/software as required.
   b. Event/training/meeting technology support, including nights, weekends and holidays as needed on a rotating coverage schedule.
   c. Basic AD administration: password resets, Organizational Unit moves
   d. Provides technical software support for operating systems such as Windows, Microsoft Office, MAC OSX, MAC IOS, Android, ChromeOS
   e. Imaging and Deployment of new/refreshed computers
   f. Obsolete equipment scrapping and disposal
   g. Self-train so as to be able to support, deploy and train end users on all new technologies as soon as adopted by organization.
   h. In support of District's Disaster Recovery Plan, cross-train so as to be able to perform all departmental functions.
   i. On call 24/7 nights, weekends and holidays.
   j. Maintains inventory control records.
   k. Manage the helpdesk
2. **Vendors**
   a. Processes RMA's with existing vendors
   b. Maintain replacement parts stock
   c. Obtain quotes

3. Locations- Supports the following locations. Driving with own vehicle may be required.

    a. City of Medina
- i. City Hall (911 Dispatch Center, Police Department, Law Department, Engineering Department, Water Department,
- ii. Fire Department (3 Stations),
- iii. Service Department and Garage,
- iv. Truck Scale House,
- v. Parking Deck,
- vi. Recreation Center,
- vii. Cemetery,
- viii. Airport,
- ix. Juvenile Detention Center

    b. Medina City School District
- i. Medina High School,
- ii. 2 Middle Schools: Root and Claggett
- iii. 7 Elementary schools: Northrop, Blake, Canavan, Garfield, Heritage, Waite, Fenn
- iv. 5 Auxiliary Buildings: Board of Education, Maintenance, Transportation, Bowman House, EVOLVE Academy.

4. **Reporting**

    a. At Review time submit:
- List of the past year's major accomplishments including Professional Development
- Short-Term (1 yr.) goals
- Long-term (5 yr.) goals

5. Any and all other duties as assigned by ESC and/or assigned organization's Superintendents and direct Supervisors.

Senior Technician Responsibilities: Responsibilities: all "Technician" responsibilities and requirements and also:

1. Implements an organized, internal computer repair and maintenance program.
2. Demonstrates ability to administer a network.
3. Network wiring, maintenance and termination
4. Provides advanced technical software support.
5. Provides advanced application software support.
6. Evaluates and recommends appropriate hardware to meet a specific need.
7. Evaluates and recommends appropriate software to meet a specific need.
8. Functions as a project team leader.
9. Assists in end-user development (training).
10. Supervises and directs daily activities of Technicians.

11. Mandatory Requirement for Promotion to this position:
   - ➢ Experience: To Be Determined
   - ➢ Education/Certification

Lead Technician Responsibilities: Responsibilities: all "Technician" and "Senior Technician" responsibilities and requirements and also:

1. Supports in outlining and implementing a short-term and long-term technology vision that supports the overall district strategic objectives.
2. Actively contributes to the planning and implementation of the district technology plan on an ongoing basis.
3. Coordinates the purchase of technology equipment and materials to ensure that needs of the district are being met in the most cost-effective manner.
4. Coordinates the distribution of technology equipment and materials in a manner that effectively implements the district's technology plan.
5. Staff the assigned organization's Help Desk
6. Intermediate AD administration: end user enable/disable, Organizational Unit creation
7. Assists in piloting and the evaluation of software and hardware to be used in the district
8. Coordinates installation of equipment and software related to technology.
9. Maintains inventory control applications and records.
10. Works with the Coordinator or Department of Instructional Technology, and advises grade level and curriculum review committees on the use of technology in their area.
11. Updates awareness of current software and hardware through participation in technology conferences professional development, and in-service opportunities.
12. Assisting and/or initiating technology grant procurement and development.
13. Oversees the inventory control of all technology supplies and equipment used by staff.
14. Recommends long-term adjustments, changes, additions and deletions in the instructional and administrative technology program.
15. Works with district resources on policies and technology needed to ensure compliance with all State and Federal laws
16. Manages operational and capital technology budgets.
17. Evaluates, supervises and mentors technical staff to help them grow in their skills required for success.
18. Supervises and directs daily activities of: Senior Technicians and Technicians.
19. Any and all other duties as assigned by ESC and/or assigned organization's Superintendents and direct Supervisors

Other Duties and Responsibilities:
   As assigned by the Technology Services Director and/or assigned organization's technology director.

Additional Working Conditions:
1. Potential exposure to blood, bodily fluids, and tissue
2. Occasional operation of a vehicle under inclement weather/driving conditions
3. Potential interaction among unruly children

Required Training:
1. All online trainings currently required by the ESC.
2. Any and all trainings/professional development mandated by the ESCMC, ODE, USDOE, ODH, ORC, OSHA and/or as needed to maintain appropriate certification/licensure for the position held.

Affirmative Action and EEO Policy

It is the policy of the Governing Board of the Educational Service Center of Medina County to ensure equal employment opportunity in accordance with Ohio Revised Code 125.111 and all applicable federal regulations and guidelines. Employment discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years old or more), military status, or veteran status is illegal.

The Governing Board and its employees comply with state and federal equal employment laws, rules, regulations and guidelines. Our Affirmative Action and EEO policy statements are disseminated to all employees, various recruitment sources, and are displayed on all applicable job sites and business locations. Any employees that deliberately violate this policy will be subject to disciplinary action.

Governing Board Adopted: January 26, 2017
Revised by Governing Board: November 19, 2018