Anoka Hennepin Independent School District #11
Position Standard

Technology Support Technician

Technology Support Technicians provide cluster-based technical support to the buildings for network services, technology use and interconnectivity.

Essential Functions:
- Trouble-shoot and maintain instructional technology hardware and software.
- Install, configure, and test software / hardware in classroom and labs.
- Assist staff with software and hardware applications.
- Write instructions and tutorials for technology related operational procedures.
- Other duties as assigned.

Minimum Qualifications:
- High School Diploma or equivalent.
- Two years of experience working in a public school in the direct support of technology both hardware / software, equivalent experience / training considered.
- Communication skills including writing, speaking, and listening.
- Ability to work with diverse groups.
- Working knowledge of technology hardware and software; working knowledge of Macintosh and Wintel computers.
- Organization and management abilities.
- Trouble shooting and problem solving skills as it relates to software and hardware support.
- Ability to perform position responsibilities including physical factors, work devices and materials handling, data functions, and people functions.

Physical Factors includes:
Constant: walking, pushing, stooping, squatting, repetitive arm, simple grasp, hearing, visual accommodation;
Frequent: lifting waist to chest, lifting below waist, pulling, kneeling, twisting, reaching, tasting/smelling, near vision, midrange vision, depth perception, field of vision;
Occasional: standing, sitting, reclining, lifting above shoulders, carrying, climbing, balancing, crouching, repetitive foot, firm grasp, fingering, feeling, talking, far vision.