



EXCELSIOR SPRINGS
S C H O O L D I S T R I C T
— *Together, Achieving Excellence* —

Job Description

POSITION TITLE: Technology Technician Lead
F.L.S.A. Non-Exempt
REPORTS TO: Director Technology

QUALIFICATIONS:

1. 3 years' experience in end user support for Windows OS, Mac OS, Apple iOS, and Chromebook.
2. Experience in supporting multimedia systems including digital projectors, televisions, audio systems, and interactive whiteboards.
3. CCNA Routing and Switching certification or equivalent experience
4. Experience with installation and support of Ethernet cabling.
5. CCNA Wireless certification or equivalent experience.
6. JAMF Pro Certified Casper Technician or equivalent experience.
7. Apple Certified Mac Technician preferred or equivalent experience.
8. Experience with an IT service management system such as BMC RemedyForce.
9. Strong problem-solving and research skills.
10. Excellent verbal and written communication skills.
11. Manage multiple projects simultaneously.
12. Complete responsibilities independently with minimal supervision.
13. Ability to lift 50 pounds to shoulder height occasionally, ability to climb stairs on a regular basis, ability to perform work while on ladders or lifts at heights of 6' or more.
14. A personal vehicle for travel between buildings.

ESSENTIAL JOB FUNCTIONS:

1. End user technical support in multiple buildings
2. Assist with LAN and Wifi management
3. Mobile device management of iPads and Chromebooks

Technology Technician Lead (continued)

4. Mobile applications management
5. Mac OS, Apple iOS, and Apple Mac hardware support
6. Support the other technology technicians as courier and technical resource
7. Document incident resolution
8. Develop technical documentation and training documents
9. Other duties as assigned

OTHER JOB FUNCTIONS:

Full time, 12 month employee