Job Title: **Transportation Technology Support Tech Level 1-3**

Department: **Information Technology**

Supervisor: **Director of Technology Support**

Lane Placement: **ESP Lane 9-10-11**

Schedule: **8 hrs / 242 days**   Evaluation Group: **JCES 3**

FLSA Classification: **Non - Exempt**

JOB DESCRIPTION

Under the supervision of the Director of Technology Support, the Transportation Technology Support Tech performs District-wide maintenance, repair and support on all technology related to transportation: including GPS, bus security cameras, routing and GPS software, computer peripherals, and related equipment. Performs computer maintenance for the District and advises District personnel in utilization, maintenance, and repair of computer equipment. Acts as a District liaison with suppliers, vendors, services, and sources transportation parts and hardware. Will review bus security video for student safety related issues.

ESSENTIAL FUNCTIONS

- Provides outstanding customer support.
- Follows the direction of District-level and building technology leaders.
- Provides assistance to teachers, schools, and support staff having problems with computer systems.
- Maintains accurate records of system problems and their resolutions.
- Maintains accurate inventory of technology.
- Repair and/or replace inoperable equipment.
- At the request of District/school administration retrieve security video; view, copy and provide a copy as requested.
- Ensure all equipment is active and working.
- Manage day-to-day operation of GPS software and equipment for tracking bus routes, etc.
- Creates and schedules daily reports from transportation software.
- Communicates with all interested parties regarding software, repair and upgrades.
- Provide training for employees on the use of equipment.
- Attends District level and outside meetings and conferences as assigned.
- Assist in emergency situation as that may arise including accident investigation.
- Predictable and reliable attendance.

During times of state or district emergency, all employees may be required to perform additional duties that are not required on a normal basis in support of educational and operational priorities. e.g. Performs general cleaning and sanitizing of work areas, provides remote assistance to students and staff, and any other reasonable duty as needed.

NON-ESSENTIAL FUNCTIONS

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an employee assigned to this position.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; background; and any licenses or certifications required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal backgrounds check.
- Must be proficient and skilled at analyzing, diagnosing and repairing personal computers, printers, and computer peripherals.
- Must be proficient and skilled at analyzing, diagnosing and repairing bus related GPS, Video/Audio, Milestone and Zonar technology.
- Requires effective interpersonal skills to interact with individual and groups at all organizational levels. Interacts with co-workers in both structured and unstructured situations. Has extensive interaction with repair vendors. May work under time pressure and urgent needs.
- Must understand technical language used in repair manuals and other technical resources.
- Requires a demonstrated ability to organize, prioritize, and multi-task.
- Requires a valid Utah Driver License.
- Lane is determined through education, certification and experience.
    - **Lane 9 requires:**
        - One (1) year of prior job-related work experience with demonstrated competence, preferably in the use of computer hardware, software or transportation technology similar to the District's.
    - **Lane 10 requires:**
        - Three (3) years equivalent experience.
    - **Lane 11 requires:**
        - Five (5) years equivalent experience with at least one (1) certification including Level 1 of Ed-Tech certification or other pre-approved certification.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

PHYSICAL REQUIREMENTS---*Not limited to the following:*

- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Requires the ability to lift a minimum of fifty (25) pounds.
- Possess the physical, mental, and emotional stability to work under stressful conditions, including but not limited to: deadlines, contract requirements, inspection requirements, and interaction with critical personnel.
- Requires the ability to set up and relocation of computer equipment including but not limited to: printer, monitor, CPU/tower, laptop, computer lab, keyboard, mouse, etc.
- Requires the ability to reach under/over/behind standard office furniture while installing computer equipment including but not limited to: printer, monitor, CPU/tower, laptop, computer lab, keyboard, mouse, etc.
- Danger from high voltages inside of computer cases.
- Requires physical stamina including the ability to walk or stand without a break for 1-2 hours.

All employees are required to participate in the District evaluation process.
It is the employee's responsibility to review and adhere to all district policies and procedures.
This information may be reviewed at www.canyonsdistrict.org

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ADA _____   HR _____   Effective date: _____ 6/9/2020

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