

King Center Charter School

156 Newburgh Avenue

Buffalo, New York 14211

(716) 891-7912

Job Description Form

**IT Technician** (Full Time Employee  $40,000 year)

I**T Technician Job Description: Top Duties and Qualifications**

An IT Technician, or IT Support Technician, is responsible for maintaining computer systems and other technologies at King Center Charter School. Their duties include working with other IT Technicians to install hardware and troubleshoot computer issues, responding to IT questions from school employees and updating malware protection devices to prevent viruses or computer hacking.

**IT Technician Duties and Responsibilities**

IT Technicians aim to keep the technology at King Center Charter School in good working order and accessible to teachers, staff, students, and parents. They also work closely with Vendor, ensuring each situation is thoroughly resolved and all components are in working order. IT Technicians have the following responsibilities:

* Maintaining working components through repair or replacement
* Assisting call-ins, live chat, seat with staff with technical difficulties
* Preparing website with proper coding and content pertinent to company business needs
* Monitoring clicks, links, usability and overall status of the company webpage, landing pages and supporting pages.
* Assisting teachers, staff, students, and parents with hardware and software challenges
* Network design and implementation
* Exceptional vendor relationships
* Outstanding knowledge of software maintenance
* Excellent problem solving and analytical skills
* Load balancing and scalability
* Database performance modification
* Process improvement
* Software performance modification
* Knowledgeable with Google Admin & Windows servers

Qualifications

* Associates Degree or Bachelor’s Degree in Computer Information Science and 3 years experience preferred