# This is a decision paper

**MEMO TO:** Members of the Board of Education

**FROM:** Nannette Johnston, Superintendent

**DATE:** April 17, 2014

**RE:** Microcomputer Software Technician II

Our mode of instruction is evolving. As we move gradually to digital conversion, there is a need for additional technology support in the district. For many years, the area of technology support for our schools and staff has been an area of concern in terms of manpower and resources. This has been substantiated by a variety of empirical data, including the 2013 TELL Survey. In this survey, given to all staff members, an overriding concern that was mentioned across the district was the need to increase the efficiency of the technology support process. Taking these concerns into account, with the need for additional support in all of our schools including our new Early College and Career Center, we have examined numerous options to provide relief and support.

When examining and analyzing potential options, the best solution is to add an additional Microcomputer Software Technician II position. This will be a 261-day position with no increment tied to it, paid according to the classified position salary table 3210. The purpose of this position will be to man a “help desk” which will provide virtual support at all times during the school day for any technology issue that arises in schools. The person hired in this position will be able to remotely access any computer in need of assistance. This will benefit the district in two ways; it will free up more time for the “techs” to address technology concerns, and it will allow instruction to occur more efficiently in terms of the integration of technology.

**Recommendation**

I recommend the Board add another Software Technician II position, a 261-day position with no increment tied to it, paid according to the classified position salary table 3210.

# Recommended motion

I move that the board of education approve the addition of the Microcomputer Software Technician II position, a 261-day position with no increment tied to it, paid according to the classified position salary table 3210.