

## **Technician, Desktop**

### **Purpose Statement**

The job of Technician, Desktop is done for the purpose/s of configuring, managing, installing, maintaining, and repairing networked and standalone computers and common technology peripherals; resolving hardware and software problems; and providing direct computer support to Agency staff.

This job reports to Director, Agency Technology

### **Essential Functions**

- Administers Agency policies regarding use of computers and data access (e.g. updating virus software, set passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.
- Embodies the principles and practices that form our culture and commitment to becoming an Antiracist Multicultural Organization for the purpose of meeting the Agency's END: Success for Each Child and Eliminating the Opportunity Gap by Leading with Racial Equity.
- Installs Agency Technology equipment (e.g. MAC and PC workstations, print drivers, scanners, etc.) for the purpose of ensuring availability for use by Agency personnel.
- Performs initial workstation computer and peripheral set-ups (e.g. installation, testing, configuring, assigning passwords, security clearances, imaging, etc.) for the purpose of meeting the computer processing needs of the users.
- Responds to inquiries for the purpose of resolving problems, providing information and/or referring to appropriate personnel.
- Troubleshoots user issues with computer workstations and servers (e.g. questions about application software, connectivity issues, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for problem resolution.

### **Other Functions**

- Assist other personnel as may be required for the purpose of ensuring an efficient and effective work environment.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge, and Abilities**

**SKILLS** are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: See competencies under Abilities below.

**KNOWLEDGE** is required to perform basic math, including calculations using fractions, percents, and/or ratios; understand written procedures, write routine documents, and speak clearly; and understand complex, multi-step written and oral instructions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: See competencies under Abilities below.

**ABILITY** is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment. Independent problem solving is required to

analyze issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include:

### **AGENCY-WIDE COMPETENCIES**

**CULTURAL PROFICIENCY:** Articulates and applies historical context of racism and understands the current reality of students and communities of color in order to support racial equity. Actively demonstrates a commitment to supporting equity and inclusion, and serves as an advocate with colleagues, partners, and communities to meet the Agency's END and goal of becoming an Antiracist Multicultural Organization in support of eliminating the opportunity gap.

**RACIAL EQUITY ADVOCATE:** Recognizes, supports, and engages in dismantling institutional racism. Partners with, and is accountable to stakeholders, including children, families, and communities of color.

**RACIAL EQUITY MINDSET:** Demonstrates awareness of biases, internalized racial superiority and oppression. Leads with a racial equity lens and actively uses the racial equity tool in meaningful ways.

**TRANSFORMATIONAL VALUES:** Contributes to valuable and positive, antiracist transformation in individuals, organizations, and social systems in an effort to actively progress across the antiracist multicultural institution continuum. Is able to foster a sense of community and shared purpose via collaboration and cooperation with others inside and outside PSESD. Embodies the principles and practices that form the Agency's culture. Operates from an abundance mentality that recognizes opportunities, and is optimistic and realistic about the future.

### **JOB-SPECIFIC COMPETENCIES**

**ACCOUNTABILITY:** Takes responsibility and ownership for successfully accomplishing work and Agency objectives, and delivering results. Sets high standards of shared performance for self and others.

**FUNCTIONAL/TECHNICAL SUBJECT MATTER EXPERT:** Possesses required functional/technical knowledge and skills to perform job responsibilities. Demonstrates active interest and ability to maintain level of knowledge and enhance and apply new functional skills.

**IT SERVICE OPERATIONS:** Supports customers by assessing technology challenges and using technology and information to create responsive solutions.

**TEAMWORK:** Works collaboratively with others to achieve shared goals and make decisions.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is some opportunity to effect the organization's services.

### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally, the job requires 70% sitting, 10% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

**Experience:** Job related experience is required

**Education:** Community college and/or vocational school degree with study in job-related area

**Equivalency:** High School Diploma/GED with job-related experience

**Required Testing**

**Certificates and Licenses**

A+, Microsoft certification, or similar

**Continuing Education / Training**

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**

Non Exempt

**Approval Date**

10/26/2015

**Salary Grade**