

**POSITION TITLE:** Desktop Technician – MathScience Innovation Center

**QUALIFICATIONS:** Associate's Degree in Computer Science, Information Systems or a related field required. Must have a minimum of five years experience in the installation, setup and maintenance of computers in a networked environment. Must have demonstrated ability to perform repairs and upgrades to microcomputers. Must be proficient in Microsoft Office and Google suite. Microsoft MCSE, MCP certifications preferred. HP, Dell, A+ and/or Macintosh certifications are highly preferred. Must possess excellent communication and public relations skills along with excellent customer service and be able to communicate efficiently in a technical and lay terms as appropriate to end users, staff and management. Must have a valid Virginia Motor Vehicle Operators license and evidence of good driving record. Must be willing to use personal vehicle for some required local travel. ***SPECIAL INFORMATION: The MathScience Innovation Center (MSiC) is a regional STEM Center supported by a consortium of twelve school divisions in Central Virginia. To learn about the MathScience Innovation Center, visit our website <http://www.mysic.org>.***

**PERFORMANCE EXPECTATIONS:** Sets up, configures, and troubleshoots computers and printers in a network environment. Installs software on desktop and laptops. Performs technical work, including preventative and corrective maintenance on computer equipment and associated peripherals in a networked environment. Handles multiple projects efficiently within deadlines while ensuring quality outcomes. Maintains appropriate written documentation for new installations and upgrades. Researches system technology and resource allocation. Conducts minor repairs and upgrades of computers including, but not limited to the installation of network cards, modems, memory, and printers. Analyzes and resolves hardware, software, and networking problems remotely for fast resolution. Recommends procedures for backup of computers and servers. Performs other related duties as assigned.

**GENERAL DEFINITION AND CONDITIONS OF WORK:** Duties performed typically in a school setting. Work requires frequent standing, sitting, walking, stooping, kneeling, crouching, crawling, reaching, standing and repetitive motions. This is work requires typical exertion of up to 10 pounds of force constantly to move objects.

**REPORTS TO:** Technology Manager

**PAY SCHEDULE:** Unified Pay Schedule, Pay Grade 114

**LENGTH OF CONTRACT:** 260 Days (12 months)

**FLSA:** Non-exempt