

POSITION TITLE: Desktop Technician - Microcomputer

QUALIFICATIONS: Associate's Degree in Computer Science, Information Systems or a related field is preferred. Microsoft MCSE, MCP, ITIL, Windows 7 certifications preferred. Must have a minimum of 3 years of experience in the installation, setup, and maintenance of computers in a networked environment. Must have demonstrated ability to perform repairs and upgrades to microcomputers. HP, Dell, A+, certifications are highly preferred. Must be fluent in the operations of a current Service Desk software system. Numara Software experience is preferred. Must have experience in the use of remote desktop management software. Landesk is the preferred platform. Must have current experience with Windows 7 Network Operating System. Must be able to work with vendors and to develop documentation and training records. Must have a positive work ethic; possess excellent communications and public relations skills along with excellent customer service and organizational/planning skills. Must be able to work independently with minimum supervision, adaptable to changing priorities, effectively manage and complete multiple assignments within deadlines. Must be able to communicate efficiently in technical or simple terms as appropriate to end users, staff, and management. Must have the personality and ability to establish and maintain professional working relationships with school staff, employees, and other customers. Must have a valid Virginia Motor Vehicle Operators license and evidence of good driving record. Must be willing to use own personal vehicle for occasional but required local travel. Work is performed under regular supervision. Must be willing and available to be contacted via personal mobile phone during normal business hours.

PERFORMANCE EXPECTATIONS: Sets up, configures, and troubleshoots computers and printers in a network environment. Handles multiple projects efficiently within deadlines while ensuring quality outcome. Installs software on desktop and laptops. Maintains appropriate written documentation for new installations and upgrades. Regularly contributes to the input of knowledge base entry. 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. Uses own personal vehicle for travel to various Richmond Public School work sites. Interacts with user community and possess a knowledgeable and gracious customer service attitude. Must be able to work in a dynamic environment where Service Desk and Desktop Support responsibilities are shared. Primary responsibilities will be in a Service Desk environment. Performs other related duties as assigned.

GENERAL DEFINITION AND CONDITIONS OF WORK: Performs responsible technical work remotely performing preventive and corrective maintenance on computer equipment and associated peripherals; does related work as required. This is medium work requiring the exertion of 40 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, and repetitive motions.

REPORTS TO: Manager of Information Communication Technology Services

PAY SCHEDULE: Unified Pay Schedule, Pay Grade 114

LENGTH OF CONTRACT: 260 Days (12 months)

FLSA: Non-exempt