



TECHNICIAN

DESKTOP AND TECHNOLOGY SUPPORT

JOB DESCRIPTION

JOB TITLE:	Technician - Desktop and Technology Support	FLSA STATUS:	Non Exempt
REPORTS TO:	Director of Technology	PAY GRADE:	SAT-07
LOCATION:	Education Support Services	DAYS:	260
		JOB ID & DATE:	SAT-50 May 2023

JOB PURPOSE SUMMARY

Serves as first point-of-contact for District stakeholders when interfacing with the Technology Services Department. This includes supporting staff and student devices, as well as managing inventory, providing maintenance on equipment, being responsible for in-warranty and out-of-warranty repairs.

REQUIREMENTS

Education Level Details

High School Diploma or GED

Associates in a Computer Science related field, equivalent industry experience or industry standard certifications. (Preferred)

License / Certification / Language Required

English and Spanish language skills - listening, speaking, reading, and writing preferred.

Work Experience Required

This position requires a minimum of one year of experience supporting computers or a certificate/degree emphasizing computers

Other Skills and Abilities Required

Basic computer troubleshooting skills

Experience working with Windows 7 and Windows 10

Applicants must be able to perform work with minimal supervision while multitasking and prioritizing work requests

Applicants must have excellent customer service and interpersonal skills and be able to follow established standards and procedures.

KEY FUNCTIONS, ESSENTIAL DUTIES AND RESPONSIBILITIES

General

- Maintain inventory of computer equipment using established departmental standards. This includes unboxing, imaging, setting up, and asset tagging new equipment in preparation for deployment as well as supporting equipment throughout the device lifecycle
- Configure and deploy new computer hardware, recommend and implement upgrades, as well as support other classroom technology such as printers, audio systems, and Interactive Display.
- Troubleshoot and resolve hardware issues as well as network connectivity
- Repair and/or replace computer and server hardware components, printers, scanners, FAX, and other technology
- Collaborate with vendor(s), Lead Tech, and other Computer Technicians for repair processing.
- Troubleshoot and assist end-users with various software including but not limited to Microsoft Office, Google Workspace, and other District programs.
- Answer and respond to Help Desk calls and assigned support tickets.
- Document new processes and procedures to share with other team members.
- Participate in the research and testing of proposed new technologies for district implementation.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The physical demands, work environment factors and mental functions described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demands: While performing the duties of this job, the employee is occasionally required to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 40 pounds. Employee must be able to set-up and run a video camera and operate a streaming computer.

Work Environment: While performing the duties of this job, the employee will work primarily in a usual office or school environment. The position may require the employee to work some evenings and weekends. The individual must be able to work remotely in the event of a district shut-down or other situation.

Mental Functions: May work prolonged or irregular hours and must be able to maintain control under stress. While performing the duties of this job, the employee is regularly required to communicate, compare, analyze, coordinate, instruct, evaluate, and use interpersonal skills. Occasionally required to compile, copy, compute and negotiate.

Employee Printed Name: _____

Employee ID Number: _____

Signature: _____

Date: _____