

## SCHOOL DISTRICT OF DESOTO COUNTY

### COMPUTER AND SYSTEMS TECHNICIAN – LEVEL 2

#### JOB DESCRIPTION

#### QUALIFICATIONS:

- (1) High school diploma or equivalent.
- (2) CompTIA A+, Linux+, or equivalent accreditation is preferred.
- (3) Five (5) years school district experience as a Level 1 Technician
- (4) Valid Florida driver's license.
- (5) Satisfactory criminal background check and drug screening.

#### KNOWLEDGE, SKILLS AND ABILITIES:

Ability to read and understand user manuals and schematics associated with computer hardware and software. Ability to use diagnostic programs. Skilled in analysis, problem-solving and communication. Knowledge of instructional computing hardware and software. Knowledge of operating systems and networks. Ability to troubleshoot hardware and software. Ability to communicate orally and in writing. Ability to plan, organize and establish priorities related to assignment. Ability to carry out job responsibilities and handle sensitive information in a confidential manner. Ability to work independently and make decisions with minimum supervision. Ability to handle multiple tasks in a professional and courteous manner. Ability to answer a telephone in a professional and courteous manner. Ability to work cooperatively with others. Ability to take lead in troubleshooting and provide advisement to junior level technicians.

#### REPORTS TO:

Executive Director of Business

#### JOB GOAL

To provide an efficient corrective and preventative maintenance program for all computer related equipment used for information processing, administrative or instructional applications.

#### SUPERVISES:

N/A

#### PERFORMANCE RESPONSIBILITIES:

##### Service Delivery

- \*(1) Perform installation and initial setup of hardware and common software programs used in the district.
- \*(2) Perform problem isolation, software assistance, pick-up and delivery of equipment and proper record keeping.
- \*(3) Perform basic computer/systems troubleshooting and problem isolation.
- \*(4) Perform device repair functions including hardware component replacement.
- \*(5) Interface with systems engineer, network engineer and other technology staff to ensure proper operations and functions of the district.

## COMPUTER AND SYSTEMS TECHNICIAN – LEVEL 2 (Continued)

- \* (6) Continuously improve documentation and provide in depth training on new systems.
- \* (7) Install, configure and upgrade computer hardware, software, and attached peripherals, network and desktop operating systems, applications, and associated cabling.
- \* (8) Demonstrate initiative in the performance of assigned responsibilities.

### Employee Qualities/Responsibilities

- \* (9) Excellent problem-solving and critical thinking skills.
- \* (10) Meet and deal effectively with the general public, staff members, parents, administrators and other contact persons using tact and good judgment.
- \* (11) Follow attendance, punctuality and other qualities of an appropriate work ethic.
- \* (12) Ensure adherence to good safety standards.
- \* (13) Maintain confidentiality regarding school/workplace matters.
- \* (14) Model and maintain high ethical standards.
- \* (15) Maintain expertise in assigned area to fulfill position goals and objectives.
- \* (16) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.
- \* (17) Provide advice and guidance to Level 1 Technicians.

### Inter/Intra-Agency Communication and Delivery

- \* (18) Exercise service orientation when working with others.
- \* (19) Keep supervisor informed of potential problems or unusual events.
- \* (20) Use effective, positive interpersonal communication skills.
- \* (21) Respond to inquiries and concerns in a timely manner.
- \* (22) Serve on school/district committees as required or appropriate.

### System Support

- \* (23) Exhibit interpersonal skills to work as an effective team member.
- \* (24) Follow federal and state laws as well as School Board policies, rules and regulations.
- \* (25) Demonstrate support for the school district and its goals and priorities.
- \* (26) Demonstrate initiative in identifying potential problems or opportunities for improvement.
- \* (27) Prepare or assist in the preparation of all required reports and maintain all appropriate records.
- \* (28) Participate in cross-training activities as required.
- \* (29) Perform other tasks consistent with the goals and objectives of this position.

\*Essential Performance Responsibilities

### PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

### TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the district's approved compensation plan. Length of the work year and hours of employment shall be those established by the district.

### COMPENSATION:

Compensation for this position is Pay Lane E06 (12 MONTH)

**COMPUTER AND SYSTEMS TECHNICIAN – LEVEL 2 (Continued)**

**EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.