

**SCHOOL DISTRICT OF DESOTO COUNTY**  
**COMPUTER AND SYSTEMS TECHNICIAN – LEVEL 1**  
**JOB DESCRIPTION**

**QUALIFICATIONS:**

- (1) High school diploma or equivalent.
- (2) CompTIA A+, Linux+, or equivalent accreditation is preferred.
- (3) Two (2) years of job-related experience installing, configuring, and troubleshooting personal computers and other related peripherals and hardware.
- (4) Valid Florida's 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. Skill 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.

**REPORTS TO:**

Executive Director of Business Services

**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.

*Updated: April 23, 2024*  
*Effective Date: July 1, 2024*

## COMPUTER AND SYSTEMS TECHNICIAN – LEVEL 1 (Continued)

- \* (5) Interface with systems engineer, network engineer and other technology staff to ensure proper operations and functions of the district.
- \* (6) Maintain knowledge to support computers running different operating systems.
- \* (7) Creating user documents and providing training on new computer systems.
- \* (8) Install, configure and upgrade computer hardware, software, and attached peripherals, network and desktop operating systems, applications, and associated cabling.
- \* (9) Demonstrate initiative in the performance of assigned responsibilities.

### Employee Qualities/Responsibilities

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

### 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.

### System Support

- \* (22) Exhibit interpersonal skills to work as an effective team member.
- \* (23) Follow federal and state laws as well as School Board policies, rules and regulations.
- \* (24) Demonstrate support for the school district and its goals and priorities.
- \* (25) Demonstrate initiative in identifying potential problems or opportunities for improvement.
- \* (26) Prepare or assist in the preparation of all required reports and maintain all appropriate records.
- \* (27) Participate in cross-training activities as required.
- \* (28) 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.

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**COMPUTER AND SYSTEMS TECHNICIAN – LEVEL 1 (Continued)**

**COMPENSATION:**

Compensation for this position is Pay Lane **D06, E04** (hired or transferred to the position on or after July 1, 2024); **B10, D09** (hired or transferred to the position on or before June 30, 2024)

**EVALUATION:**

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