

Job Description

Position Title	IT Desktop Support		
Building	District	Department	Information Technology
Hours	Salaried	Supervisor	Director of Technology
Band and Grade	B-23	Tools and Equipment	Computer, laptop, iPad, applicable software, phone, copy machine, diagnostic equipment

Primary Function	Provides maintenance, installation, update, and repair of District information technology hardware and software.
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Essential Duties	
1	Troubleshoots and resolves computer hardware, software, network, and related equipment problems to include providing technical assistance; evaluates and troubleshoots systems; and installs and configures peripheral equipment and devices.
2	Plans, selects, installs, configures, maintains, and troubleshoots wireless network systems.
3	Identifies available updates for servers, applies updates, and resolves any resulting conflicts.
4	Tapes School Board meetings and creates DVDs from concerts.
5	Troubleshoots and sets up mobile phones with email; troubleshoots phone issues.
6	Captures and transcodes videos.
7	Travels to all buildings to support desktops; supports servers; troubleshoots internal network; installs applications; assists with resetting tests for MCAs.
8	Builds wireless equipment; troubleshoots wireless issues; and configures wireless network.
9	Sets up track camera system.
10	Builds and maintains work order system.
11	Troubleshoots internal network; troubleshoots desktop hardware and software issues.
12	Performs other duties of a similar nature and/or level.

Minimum Qualifications	Up to one year of specialized or technical training beyond high school, one year of computer support experience, and possession of a low voltage license, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
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Knowledge Required	<ul style="list-style-type: none"> • Knowledge of customer service principles. • Knowledge of applicable hardware, software, and related equipment. • Knowledge of wireless networks.
Skills Required	<ul style="list-style-type: none"> • Skill in developing, installing, and configuring computer networks and systems. • Skill in the use of tools to make repairs. • Skill in using computers and related software applications. • Skill in identifying, researching, and resolving technical issues. • Skill in communicating technical information to a non-technical audience. • Skill in communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to provide and receive work direction.
Physical Activities/ Requirements	<p>Climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, repetitive motions.</p> <p>Heavy work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of forces constantly to move objects.</p>