

School District of Bradford County

Job Description

Lead Computer Technician

FLDOE Job Code: 82025 – Lead Computer Operator, Administrative Technology

Qualifications:

1. Associate of Arts or Science or higher with course work in computer science preferred.
2. At least three (3) years experience preferred in the installation of computer equipment, trouble shooting hardware problems, use of diagnostic software and equipment, or a combination of previous education, training, experience which provides for an equivalent background necessary to perform the work.
3. A+, Network+ and Security+ certifications required or four year degree in a computer or network related technical program.
4. Has the ability to work independently.
5. Has excellent interpersonal communication skills.
6. Ability to lead a team as well as general organizational skills.

Knowledge, Skills and Abilities:

1. Ability to install and configure personal computers and ancillary equipment to workstations.
2. Ability to install and configure appropriate Operating System software.
3. Ability to install and configure other computer software relating to virus and malware protection, etc.
4. Knowledge and skills necessary to investigate personal computer hardware and software problems and determine the appropriate actions to be taken with the least amount of downtime and data loss.
5. Ability to interface hardware with the Local Area Network.
6. Ability to perform basic network troubleshooting.
7. Ability to install and configure and/or restore PC applications and data that are outside the basic desktop installation.
8. Knowledge and skills related to installation and troubleshooting of district networking technologies.

Reports to: Network Specialist

Job Goal: To lead computer technicians in the duty of technical support in the installation and maintenance of the district's technology assets.

Supervises: NA

Performance responsibilities:

1. Installation of end-user devices, workstations, printers and desktop software
2. Assists in the maintaining of district computer applications and infrastructure components
3. Provides support for installations and maintenance of other technological projects within the district and schools
4. Provides troubleshooting and solutions in response to work tickets
5. Works with appropriate vendor or team member to research and examine new technologies, resolve problems and/or arrange for repairs
6. Maintains accurate property records for equipment and capitalized software
7. Assists in providing troubleshooting and solutions for telecommunication problems

8. Installation of basic networking
9. Analyze current systems software, proposed modifications and new software for impact on installation, standards and procedures
10. Assists with Network, email and other network application security accounts
11. Assist with phone system maintenance
12. Assist with ordering, receiving and property inventory as needed
13. Utilize a work order system to organize and track department activities.
14. Performs other duties as assigned

Physical Requirements: Medium work - Exerting up to 50 pounds of force occasionally and/or up to 25 pounds of force frequently 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.

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

Support Salary Schedule Lane 8