JOB DESCRIPTION
MOORE PUBLIC SCHOOLS

Job title: **Client Services Technician**

NOTE: Client Services Technician can be assigned to computer repair or duplicator repair

Qualifications:
- High school diploma and or GED
- Experience with PC compatible computers, Apple systems, network cabling, fiber optic cabling
- Experience in maintaining and servicing copiers, digital duplicators, and fax machines
- Specialized training may substitute for some work experience

Credentials: Valid Oklahoma Driver's License and acceptable Driving record**.**

(Optional) Individual must obtain and maintain related certifications and/or licenses related to their responsibilities every 3 years.
Required: Dell Repair Credentials. To be obtained within 180 days of assignment to computer repair technician

Training or Experience Required:
Experience working with desktop/laptop computers and basic desktop troubleshooting and repair
Experience with installation of peripheral devices such as monitors, display system, printers, etc.
Experience with the maintenance, trouble shooting and repair of Cannon copiers, digital duplicators, and fax machines

Special Skills, Knowledge, Abilities:
Communication Skills (oral, written, or business): Basic Communication skills to exchange information, give/receive instructions and respond to inquiries. Includes filling out forms.

Date Recording/Record Keeping: Performs data record/record keeping operations determining what changes need to be made to existing records, including computerized records.

Mathematical Skills: Performs routine computations requiring a knowledge of addition, subtraction, multiplication and division using whole numbers, fractions, decimals and/or percentages.

Reading and Interpreting: Reads and interprets complex written or printed materials such as ordinances, resolutions, policies and procedures, complex diagrams, plans, contracts, regulations, and computer documentation.

Office Filing and Retrieving: Responsible for establishing and/or maintaining an existing filing system and software technology documentation.

Site: Technology Center
Reports to: Director of Technology or Designee

Job Goal (Purpose of Position): The Client Services Technician must possess solid problem-solving skills, technical knowledge, strong communication skills, good task management, and critical thinking skills. They must enhance systems efficiency by providing timely technical support.

The Client Service Technician must manage, monitor, and repair our computer systems or copier systems. They will also ensure that systems are configured correctly and are running efficiently. Duties for the Client Technician will include installing software patches, diagnosing and repairing problems, monitoring networks, resolving hard disk failures, configuring software and drivers, performing regular system upgrades, promoting data security, managing workstations, writing memos on best practices, and inventory management. The expertise and knowledge will assist Moore Public Schools in enhancing end-user service and ensuring that our computer systems are optimized for day-to-day operations.

Contact with Others: An incumbent in this position has regular contact with members of the technology department, district, personnel, vendors, and others. Interpersonal interaction or communication is critical.

Performances Expectations: Successful performance of the job requires good customer service/people skills to obtain information, resolve problems, and provide information as requested. It requires following school dress standards, proper attendance and leave policies, and other Board policies. Creativity, initiative, effective problem solving, and communication skills are important to the success of the position. In addition, must maintain a positive attitude and be cooperative toward other staff members and the public within the educational system.

Essential job function (performance responsibilities):

- Communicate with various clients (i.e. teachers, custodians, administration) to gather information to help troubleshoot issues.
- Troubleshoot and solve computer hardware and software issues
- Install special hardware and software programs
- Maintenance and troubleshooting of other peripheral hardware that is supported by district
- Installation and setup of new computers
- Install a variety of cable and wiring systems as needed
- Installation and setup of copiers, digital duplicators, and fax machines
- Maintain, troubleshoot, or repair copiers, digital duplicators, and fax machines
- Assist with training on new hardware and software when needed.
- Maintaining inventory of technical equipment
- Maintain records, prepare reports, and compose correspondence relative to the work as needed.
- Perform other duties and tasks as assigned or deemed necessary

Supervision Exercised: The technician may supervise based on assignment level.

Physical Requirements: Other than duties listed above, must have the ability to lift boxes containing computers and computer peripherals, climb ladders, and string cable.

Terms of Employment:	260 Days. **Individual must be able to work extended hours, weekends or alternate hours.**
Salary:	Tech II; or Tech II with Lead if qualified and selected. Leads are selected via internal interview and selection
Evaluation:	Performance of this job will be evaluated in accordance with Board Policy.

Approved 10-14-19