

TECHNOLOGY SUPPORT

Purpose Statement

The job of Technology Support was established for the purpose/s of installing and maintaining district computer hardware and software, providing technical support to district and site staff, and resolving technology operational issues.

This job reports to Director of Technology

Essential Functions

- Assesses malfunctions of hardware, including but not limited to desktops, laptops, LCD projectors, sound systems, etc., and software applications at school sites and district office for the purpose of determining appropriate actions to maintain computer operations.
- Assists other personnel for the purpose of supporting them in the completion of their work activities.
- Installs hardware and software within a variety of hardware platforms for the purpose of maintaining, upgrading and improving school system computers.
- Maintains work request records and activity logs for the purpose of providing up to date reference and audit trail.
- Orders equipment, supplies, and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Performs site network maintenance as directed by the department supervisor for the purpose of maintaining proper network operation.
- Repairs computers, peripherals, multi-media equipment, and software for the purpose of maintaining computers and computer network equipment in a safe and functional operating condition.
- Responds to inquiries relating to computer hardware and/or software applications for the purpose of resolving problems and supporting site and district users.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at a job site or transporting equipment for repair.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: using pertinent software applications; utilizing pertinent diagnostic and application software; adhering to safety practices; and planning, prioritizing and managing multiple projects.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and understand complex, multi-step written and oral instructions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: standard office software; understand complex multi-step written and/or oral instructions; knowledge of current hardware systems, software, and networking; and knowledge of personal computers and peripheral equipment and current trouble-shooting methodologies.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; meeting deadlines and schedules; setting priorities; developing effective working relationships, and working with frequent interruptions

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is some opportunity to effect the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 25% walking, and 25% standing. The job is performed under minimal temperature variations.

Experience Job related experience with increasing levels of responsibility is desired.

Education Targeted job related education that meets organization's prerequisite requirements.

Equivalency None Specified

Required Testing

None Required

Continuing Educ. / Training

None Required

Certificates & Licenses

Valid Driver's License & Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

8/14/2009

Salary Grade