

CLASS TITLE: Computer Support Technician

Range 15

Basic Function: Under the direction of the Information Systems Director, performs skilled work in the installation, repair and maintenance of computer hardware, software and related equipment.

Representative Duties: (For purposes of the Americans with Disabilities Act all the functions listed below are considered essential).

- Troubleshoots problems identified by users.
- Maintains confidentiality of all data on computers.
- Installs and uses various systems including both hardware and software.
- Installs and replaces cables and connections.
- Supports users who have PC operating systems, (e.g., Microsoft Word, Microsoft Excel, Power Point, Internet Browsers, Educational software).
- Moves equipment on and off desks or workbenches.
- Picks up and delivers equipment.
- Advises users of corrective measures over the computer, telephone or in person.
- Adjusts printers.
- Sets-up fax machines and modems.
- Uses a variety of data communications diagnostic computer programs.
- In cooperation with the supervisor, prepares estimates and prioritizes work regarding computer equipment needs.
- Estimates labor and material costs.
- Requisitions and stores spare and replacement parts.
- Performs a variety of clerical duties, including compiling and maintaining records and files, preparing reports.
- Tests and evaluates software packages and hardware; stays abreast of new trends, products, and applications.
- Attends and participates in staff meetings and in-service activities as assigned; attend workshops, conferences and classes to increase professional knowledge
- Participate in the development of the computer technology program
- Performs backups of student and staff files and software.
- Meets regularly with key site technology persons to train, retrain and inform

TERMS OF EMPLOYMENT:

Twelve Months - Full Time

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Hands-on PC hardware, troubleshooting and repair

Knowledge of computer imaging

Knowledge of MS Windows Server 2003/XP Pro, Active Directory, Exchange and SQL

Anti-virus software

Computer hardware/software and network installation

Experience with Microsoft Active Directory

Troubleshooting/problem solving relating to electronic technology

Current technology.

LAN, WAN, and networking protocols a plus.

Operational characteristics of apparatus, equipment, peripherals and materials used in microcomputer laboratories.

Wide variety of current application software.

Basic mechanical function, maintenance and repair needs of computers and peripherals.

Current trends in educational computer technology.

Basic subjects taught in schools.

Practices and procedures of record keeping.

Modern office procedures, methods and computer equipment.

General methods of education and tutoring.

Operate a variety of technical computer equipment and related peripheral equipment.

Safe work practices.

Computer literacy in a WAN-based Windows 2000/2003 network is a must.

Strong organizational skills

ABILITY TO :

Learn the procedures and functions necessary to perform assigned duties.

Learn, interpret and apply department policies, procedures, rules and regulations.

Learn and adjust rapidly to new applications software, operating systems, new technology and procedures.

Diagnose problems in computer and peripheral equipment.

Instruct staff and students in the use of computer equipment and software.

Provide and attend in-services and workshops related to aiding in the computer lab.

Demonstrate correct laboratory methods, practices and techniques.

Read, interpret and apply technical publications, manuals and other documents.

Prepare and maintain accurate records.

Utilize diagnostic and problem solving skills.

Interact effectively and sensitively with staff and students from diverse backgrounds.

Demonstrate an understanding, patient and receptive attitude toward children.

Understand and follow oral and written instructions.

Communicate clearly and concisely both orally and in writing.

OTHER SKILLS and ABILITIES:

High level of interpersonal skills

Type and enter data at a speed necessary for successful job performance.

Ability to establish and maintain effective working relationships with students, staff and the community.

Ability to perform duties with awareness of all district requirements and Board of Education policies.

Experience

At least two years of paid work with computers and related technologies.

Certificates, Licenses, Registrations

High School Diploma

MCSE, MCSA in Windows 2000/2003 CCNA, A+, certification strongly desired

Valid Driver's License

Working Conditions:

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands and fingers to handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to sit. The employee frequently must squat, stoop or kneel, reach above the head and reach forward. The employee continuously uses hand strength to grasp tools and climbs on ladders. The employee will frequently bend or twist at the knee and trunk more than the average person while performing the duties of this job.

The employee must frequently lift and/or move up to 50 pounds such as cleaning supplies, pails and furniture. The employee must also unload trucks. Occasionally the employee will lift and/or move up to 90 lbs. such as bulk furniture. The employee will sometimes push/pull items such as tables, bleachers, or scrubbing machines. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works indoors and will occasionally work outdoors. The employee will work near or with moving mechanical equipment. The employee may work with toxic or caustic chemicals such as petroleum products, degreasers, and sprays while performing the duties of this job. The employee must be able to meet deadlines with severe time constraints. The noise level in the work environment is usually moderate.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position.

Adopted: (11/04)(7/05)(2/07) 3/8/07