

MILLARD SCHOOL DISTRICT
Classified Employee Job Description
May 2017

Job Title: Computer Support Technician

Department: Technology Department

Alternate Job Titles: System Support Technician

Lane: 5

Number Employed:

Location(s) of Job: Millard School District

GENERAL FUNCTION

Under the direction of the Director of Technology, the System Support Technician Assistant installs, maintains, repairs, and supports computers and related peripherals. Provides support functions for standard district computer and network operations and the student information management system. The Technician shall strive to improve and/or acquire the skills necessary to support the ongoing efficiency and growth of the Millard School District network system

ORGANIZATION STRUCTURE

Job Title: Computer Support Technician Assistant

Jobs Reporting to this Title: None

Supervisor's Title: Director of Technology

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Administers district policies regarding use of computers and data access (e.g. updating software, set passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.
2. Performs a variety of technical functions pertaining to the maintenance and repair of district computers and other related equipment.
3. Skillfully installs software and hardware components in machines at various district sites.
4. Assists in the installation of new computer systems including networks both at school sites and in the various departments throughout the district.
5. Help Desk support.
6. Provide support to end users through their requests for services via a helpdesk management system.

Job Description
Computer Support Technician Assistant (Continued)

7. Maintain records including problem documentation, action taken, solutions and similar tracking data with District Trouble Ticket System
8. Interacts with the District network for the purpose of installing, configuring and troubleshooting workstations.
9. Re-image and upgrade computer systems, re-configure and re-image computer labs as required.
10. Loads, transports, unloads and installs computers and related equipment. Unpacks and properly disposes new equipment packing materials.
11. Utilizes electronic equipment and diagnostic software in the support of computer systems.
12. Assist in the setup and installation of local area networks and in related cabling.
13. Troubleshoot network printing in an Active Directory and Windows Server domain.
14. Works as district technical resource in assisting users to resolve problems with computer systems and related peripherals.
15. Replace identified hardware and prepare hardware for return delivery to service provider.
16. Perform other duties as assigned by the Technology Director.

OTHER FUNCTIONS

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

SPECIALITY FUNCTIONS

- Support for Google Suite.
- Support for Chromebooks.
- Support for wireless devices.
- Single-sign-on support for all students.
- Assistance with Active Directory management.

MARGINAL FUNCTIONS

- May occasionally assist district maintenance department.

This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent in this job. Incumbents are required to perform other related functions as assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands– Not limited to the following:

- Frequent travel to School District offices, buildings, classroom and grounds.
- Frequent traversing throughout various buildings.
- Often sitting for extended periods.
- Standing for periods of time.
- Moderate lifting from 15-30 pounds.

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Computer Support Technician Assistant (Continued)

- Some moving of various items- up to 30 pounds.
- Manual dexterity to use office equipment.
- Repetitive operation of computer keyboard.

Sensory Abilities:

- Ability to communicate effectively in all aspects of the job.

Work Environment:

- Generally, office setting year round

Temperament:

- Ability to work as a member of a team.
- Must be courteous and able to effectively manage job responsibilities.
- Must be cooperative, congenial, service oriented, and promote these qualities.
- Ability to work in an environment with frequent interruptions.
- Ability to be respectful and empathetic.

Workplace Expectations:

- Ability to follow directions and give direction to others.
- Ability to complete assigned tasks without supervision.
- Ability to communicate, comprehend and perform complex computations.
- Ability to use correct grammar, sentence structure and spelling.
- Ability to compose clear, concise sentences and paragraphs.
- Ability to organize office setting to efficiently accomplish tasks.
- Ability to multitask.
- Ability to work independently and make work-related decisions.
- Ability to exercise good judgment in prioritizing tasks.
- Ability to communicate effectively at all organizational levels.
- Ability to operate office equipment.
- Ability to use computer technology efficiently including word-processing, presentation/webpage software, PowerPoint and Excel software applications.
- Ability to appropriately handle confidential information in accordance with district policies.
- Ability to use technology for group meetings, presentations (i.e. overhead, document camera, projector and video equipment).

Note: This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with requirements of the job.

Educational Requirements:

1. High School Diploma, adult high school diploma, or G.E.D.

Knowledge & Ability:

1. Knowledge of Windows and other operating systems.
2. Knowledge of basic computer hardware and peripherals.
3. Basic knowledge of educational and business software applications in order to support school/town staff and students
 - a. Microsoft Office Suite
 - b. Common Internet Browsers
 - c. E-Mail software
4. Ability to work with people.
5. Ability to work independently in solving problems.

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Computer Support Technician Assistant (Continued)

Job-Related Experience:

1. Prefer work experience related to the above tasks, knowledge, skills and abilities or an equivalent combination of education and experience

Licenses/Certification:

1. High School diploma or equivalent plus two years of education desired.
2. Driving a vehicle is required in the course of work, operator must possess a valid and appropriate Utah driver's license; qualify for insurability with the district's insurance carrier.
3. Hold a valid State of Utah Criminal History Records Check Approval.

TERMS OF EMPLOYMENT: Twelve-month year, 40 hrs. per week. Compensation in accordance with recommendations established by the Superintendent of Schools.

EVALUATION: The basis of the evaluation will be the extent to which the performance responsibilities of the job are successfully handled and the extent to which yearly action plans and job goals are met. The Technology Director will perform the evaluation.

***NOTE:** The above job description reflects the general requirements necessary to describe the principle functions or responsibilities of the job identified and shall not be interpreted as a detailed description of all work requirements that may be inherent in the job, either at present or in the future.*