

SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

7/09	MICROCOMPUTER SUPPORT 1	2.14.17
Revised Date	Job Title	Index

PURPOSE

To improve student achievement by providing direct technical support to district staff and students. The Microcomputer Support 1 position provides support in person, via email and on the telephone, of district workstations, applications, peripherals and connectivity through monitoring, installation, troubleshooting and problem resolution.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned team lead or administrator in the Technology and Information Services Department (TIS). The employee is expected to work independently to a considerable degree after direction is given. Method of performing tasks are usually left to the judgment of the employee with a team lead or administrator giving occasional instructions and advice, making decisions, and occasionally reviewing work while in progress and when completed.

ESSENTIAL FUNCTIONS OF THE JOB - May include, but are not limited to, the following:

Providing technical assistance to users in the operation of hardware and software such as workstations, peripherals and applications. Usually handles basic, non-complex products and/or problems, referring more complex problems to higher level technicians.

Answering routine functional technology-related questions.

Assisting customers by responding to questions via telephone, email and/or in person.

Analyzing user problems and recommending solutions.

Maintaining and updating technical documentation.

Diagnosing hardware problems and recommending solutions.

Maintaining inventory and accurate records of parts, equipment, and repairs.

Training users in basic hardware and software functional operation.

Participating in the recommendation of purchases of new hardware and software according to district standards.

Installing new hardware, software, and upgrades to meet appropriate user needs.

Interacting with vendors to diagnose and resolve technical problems.

Monitoring phone, email and trouble ticket/service request system queues and making basic priority decisions regarding severity and criticality of issues.

Participating in the recommendation, creation and maintenance of district technical standards.

Remaining current on existing and emerging technologies.

Participating in the creation of support models for new applications or systems; participating in and/or providing user training on district applications.

Using District's trouble ticket/service request system to track, document and resolve technical problems.

Working with school or department administration and staff to understand technology support needs and working to fulfill them within district standards.

Providing a high level of customer service; working with customers that may be frustrated, upset or demanding and remaining calm and professional in working through their issues.

Maintaining professional and technical knowledge by participating in professional development activities both internal and external to the department.

Establishing and maintaining effective working relationships with those contacted in the course of work.

Communicating clearly, concisely, and effectively, both orally and in writing, with technical and non-technical individuals.

Maintaining regular and consistent attendance and punctuality.

Performing related duties consistent with job description and assignment.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of workstations, peripherals, networks and software such as office productivity suites, internet browsers and other standard business applications.

Basic understanding of current workstation operating systems and associated software.

Basic understanding of workstation management, software installation and basic troubleshooting techniques.

Ability to:

Analyze and solve problems.

Understand, use and create technical manuals.

Plan and prioritize workload requirements including scheduling and organizing multiple tasks.

Install hardware, software and peripherals including connections to related components and

associated software.

Analyze and define client equipment and software requirements for multiple desktop systems.

Maintain effective working relationships with other staff, students, and the general public.

Effectively communicate technical concepts to non-technical audiences.

Communicate clearly and concisely, both orally and in writing.

Climb ladders and crawl under desks to hook up systems.

Perform installation or replacement of hardware inside cramped computer boxes; requires high level of manual dexterity.

EXPERIENCE AND TRAINING

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities would be:

Experience:

Two years experience working with a variety of microcomputer software, hardware and peripherals including Windows, MS Office, E-mail and internet applications.

Training:

Microsoft A+ certification, Help Desk International and/or other certifications may be required for some incumbents, depending on position, within 6 months of hire.

Two year college degree with academic course work in computer science or related field, preferred or equivalent to the completion of the twelfth grade, supplemented by course work in computer science or a related field or equivalent experience.

Special Requirements

Possession of, or the ability to obtain an Oregon Driver's license, must have a safe driving record and provide proof of personal vehicle insurance. Required to have a reliable vehicle at work daily. May be required to transport District equipment in personal vehicle (motorcycles cannot be used to transport District equipment)

Work Environment:

Variety of locations inside and outside school buildings and offices, including but not limited to office, classroom and lab environments. May be required to work in service spaces such as crawl spaces, attics, tunnels and wiring closets.

Physical Requirements:

Frequent reaching, handling, handwork, talking and hearing. Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated and maintain concentration for an extended period. Hearing and speech to communicate in person or over the telephone. Vision: Frequent near acuity; occasional far acuity. Vision to read printed materials, computer screens and/or other monitoring devices.

Strength: Medium - Must be able to lift loads of up to 50 pounds; crawl, bend, stoop, twist, lift equipment while troubleshooting or connecting hardware. Perform installation or replacement of hardware inside cramped computer boxes; requires high level of manual dexterity.

Salem-Keizer School District is an equal opportunity employer.

Position: Microcomputer Support 1

I am willing and able to perform the duties of this job:

Signature: _____

Date: _____

Print Name: _____