

## SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

7/09	<b>MICROCOMPUTER SUPPORT 2</b>	2.14.17
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### **PURPOSE**

To improve student achievement by providing direct technical support to district staff and students. The Microcomputer Support 2 position provides support in person, via email and on the telephone of district workstations, applications, peripherals and connectivity through testing, configuration, monitoring, installation, troubleshooting and problem resolution at a level more advanced than the Microcomputer Support 1 position. The Microcomputer Support 2 position is the second level in the Microcomputer Support series.

### **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 and other technical staff in the operation of hardware and software such as workstations, peripherals and applications.

Providing high-level administration of workstation management systems.

Answering complex, functional technology-related questions.

Analyzing user problems, developing and recommending solutions.

Developing, maintaining and updating technical documentation.

Diagnosing hardware problems and developing and recommending solutions.

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

Training users and other technical staff in basic hardware and software functional operation.

Participating in the research and 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 develop resolutions for technical problems.

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

Remaining current on existing and emerging technologies.

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

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

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.

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

Developing, testing and documenting scripts to perform workstation management tasks.

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:**

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

Advanced understanding of current workstation operating systems and associated software.

High-level understanding of workstation management, software installation and advanced troubleshooting techniques.

#### **Ability to:**

Salem-Keizer Public Schools  
Microcomputer Support 2 (continued)

Analyze and solve complex problems.

Understand, use and create detailed 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 requiring high level of manual dexterity.

Travel to district schools/departments and out of district as needed

Work flexible shifts as necessary, including evenings and weekends

### **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:**

Four years experience working with a variety of microcomputer software, hardware and peripherals including Windows, MS Office, E-mail and internet applications etc. and/or networks software such as NT, Unix, Windows 2003, Novell and others.

#### **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 and information sciences 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.

**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 2

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_