

Escambia County School District

Job Description

Classification Title: Computer Lab Specialist
Pay Grade: 11

GENERAL DESCRIPTION OF DUTIES

Under direction, the purpose of the position is to effectively support, maintain and troubleshoot user computer systems, network equipment, multiple operating systems and software packages and related communications equipment within the school site or center and it's Local Area Network (LAN). Employee functions at journey level to prioritizing and coordinating all support needs and conducting follow-up procedures with appropriate time management. Performs other related work as directed.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

ESSENTIAL JOB FUNCTIONS:

- Receives, addresses and researches LAN network system problems reported by school management and/or school personnel.
- Provides technical support to school employees; responds to software and hardware requests to improve the efficiency and effectiveness of each area.
- Trouble shoots and independently initiates resolution of user problems; performs technical maintenance and repairs to multi-operating systems/multi-platform.
- Provides informational and procedural support to school employees on software applications.
- Maintains updated working and technical knowledge of all enhancements and procedural changes to software and hardware applications.
- Maintains open communication with school administration and employees for the dissemination of information regarding software and hardware issues.
- Installs, maintains, updates and repairs software applications and hardware and peripheral equipment.
- Assists with the maintenance of the correspondence network to ensure continuous communications between network users and servers.
- Consults with District support desks for product research, dissemination of information and problem resolution with existing software.
- Coordinates service calls with outside vendors on highly complex or equipment specific technical issues; acts as liaison between school and outside vendors.
- Maintains various records and reports, e.g., records work order logs, maintains inventory of materials, evaluates and prepares cost estimates for various repairs.
- Conforms to all safety procedures.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE:

High school diploma, GED, or other equivalent; supplemented by one year experience in a technical support functions, preferably in a similar educational institution; or an equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job

LICENSES AND CERTIFICATES:

Must possess and maintain a valid Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

Applicable operating environments, commands, and processes including initialization, backup, troubleshooting, and restoration procedures. Requirements and procedures for setup and minor maintenance of computer peripherals. Troubleshooting techniques for basic computer problems and rectifying equipment or software failures. Computer principles, techniques, procedures, software applications, and technical vocabulary related to school functions. LAN hardware and applications utilized in a school's instructional computer environment. Analyzing, documenting, and explaining program failures to technical/support staff to ensure that system problems may be rectified in a timely manner. The use of standard office machines, computers, and classroom equipment/materials. The use of specified computer applications related to the work. Record keeping practices and principles.

SKILL IN:

Troubleshooting routine hardware, software, and operating system failures. Initializing and operating the computer system and peripheral equipment. Understanding technical data related to the work. Conferring with users and technical support to troubleshoot and resolve processing problems. Organizing and prioritizing work and meeting critical deadlines. Safely using hand tools related to the minor maintenance of peripheral equipment. Explaining system failures to technical support staff and coordinating efforts to restore the system. Establishing and maintaining effective working relationships with those contacted through the work. General office practices and clerical skills.

MENTAL AND PHYSICAL ABILITIES TO:

Make independent decisions or act with limited or general supervision. Maintain accurate logs and records and write reports. Establish and maintain effective working relationships. Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, etc. Operate a variety of computers, peripheral equipment, and system applications. Apply common sense understanding to carry out instructions and assignments. While performing the essential functions of this job the employee is regularly required to use hands to finger, handle, or feel, reach with hands and arms, use standard office equipment, remain seated and maintain concentration for an extended period of time, lift and/or move up to 50 pounds, read printed materials and a computer screen, and communicate in person and over the telephone. Specific vision abilities required by this job include: close vision, ability to discriminate between colors, and ability to adjust focus.

WORKING CONDITIONS:

While performing the essential functions of this job the employee may be required to work beyond normal working hours or may be called back in emergency situations. The incumbent's working conditions are typically moderately quiet.

MATERIAL AND EQUIPMENT USED:

Computer Network Equipment; Computer and Peripheral Equipment; Standard Office Equipment;