

## Job Description

|                       |                           |                            |                                                                                        |
|-----------------------|---------------------------|----------------------------|----------------------------------------------------------------------------------------|
| <b>Position Title</b> | <b>IT Desktop Support</b> |                            |                                                                                        |
| <b>Building</b>       | District                  | <b>Department</b>          | Information Technology                                                                 |
| <b>Hours</b>          | Salaried                  | <b>Supervisor</b>          | Director of Technology                                                                 |
| <b>Band and Grade</b> | B-23                      | <b>Tools and Equipment</b> | Computer, laptop, iPad, applicable software, phone, copy machine, diagnostic equipment |

|                         |                                                                                                                  |
|-------------------------|------------------------------------------------------------------------------------------------------------------|
| <b>Primary Function</b> | Provides maintenance, installation, update, and repair of District information technology hardware and software. |
|-------------------------|------------------------------------------------------------------------------------------------------------------|

| <b>Essential Duties</b> |                                                                                                                                                                                                                                               |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b>                | Troubleshoots and resolves computer hardware, software, network, and related equipment problems to include providing technical assistance; evaluates and troubleshoots systems; and installs and configures peripheral equipment and devices. |
| <b>2</b>                | Plans, selects, installs, configures, maintains, and troubleshoots wireless network systems.                                                                                                                                                  |
| <b>3</b>                | Identifies available updates for servers, applies updates, and resolves any resulting conflicts.                                                                                                                                              |
| <b>4</b>                | Tapes School Board meetings and creates DVDs from concerts.                                                                                                                                                                                   |
| <b>5</b>                | Troubleshoots and sets up mobile phones with email; troubleshoots phone issues.                                                                                                                                                               |
| <b>6</b>                | Captures and transcodes videos.                                                                                                                                                                                                               |
| <b>7</b>                | Travels to all buildings to support desktops; supports servers; troubleshoots internal network; installs applications; assists with resetting tests for MCAs.                                                                                 |
| <b>8</b>                | Builds wireless equipment; troubleshoots wireless issues; and configures wireless network.                                                                                                                                                    |
| <b>9</b>                | Sets up track camera system.                                                                                                                                                                                                                  |
| <b>10</b>               | Builds and maintains work order system.                                                                                                                                                                                                       |
| <b>11</b>               | Troubleshoots internal network; troubleshoots desktop hardware and software issues.                                                                                                                                                           |
| <b>12</b>               | Performs other duties of a similar nature and/or level.                                                                                                                                                                                       |

|                               |                                                                                                                                                                                                                                                                                                                   |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Minimum Qualifications</b> | Up to one year of specialized or technical training beyond high school, one year of computer support experience, and possession of a low voltage license, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Knowledge Required</b>                | <ul style="list-style-type: none"> <li>• Knowledge of customer service principles.</li> <li>• Knowledge of applicable hardware, software, and related equipment.</li> <li>• Knowledge of wireless networks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Skills Required</b>                   | <ul style="list-style-type: none"> <li>• Skill in developing, installing, and configuring computer networks and systems.</li> <li>• Skill in the use of tools to make repairs.</li> <li>• Skill in using computers and related software applications.</li> <li>• Skill in identifying, researching, and resolving technical issues.</li> <li>• Skill in communicating technical information to a non-technical audience.</li> <li>• Skill in communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to provide and receive work direction.</li> </ul> |
| <b>Physical Activities/ Requirements</b> | <p>Climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, repetitive motions.</p> <p>Heavy work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of forces constantly to move objects.</p>                                                                                                                                                                                                                                                                               |