COMPUTER USER SUPPORT SPECIALIST

Summary:

Provide technical assistance to town/school computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. Provide assistance concerning the use of technology hardware and software. Support computer user, Technology Integrators, Computer User Support Specialists, and the MLTI program.

Primary Duties and Responsibilities

Computer Support:

- Oversee the daily performance of computer systems.

- Answer user inquiries regarding computer software or hardware operation to resolve problems.

- Enter commands and observe system functioning to verify correct operations and detect errors.

- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.

- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.

- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.

- Refer major hardware or software problems or defective products to vendors or technicians for service.

- Develop training materials and procedures, or train users in the proper use of hardware or software.

- Confer with staff, users, and management to establish requirements for new systems or modifications.

Supports Technology Coordinator

- Meet financial requirements by submitting information for budgets; investing price and quality information on proposed technology purchases for town and schools.

- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

- Protect organization's value by keeping sensitive information confidential.

- Accomplish organization goals by accepting ownership for completing new and different requests; exploring opportunities to add value to job activities.

Skills, Knowledge and Abilities required

- Skills o Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

- Speaking — Talking to others to convey information effectively.

- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

- Writing — Communicating effectively in writing as appropriate for the needs of the audience.

- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

- Time Management — Managing one's own time and the time of others.

- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

- Instructing — Teaching others how to do something.

- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Knowledge

- Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Abilities

- Oral Comprehension and Expression — The ability to listen to and understand information and ideas presented through spoken words and sentences. The ability to communicate information and ideas in speaking clearly so others will understand.

- Written Comprehension and Expression— The ability to read and understand information and ideas presented in writing. The ability to communicate information and ideas in writing so others will understand.

- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

- Near Vision — The ability to see details at close range (within a few feet of the observer).

- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Qualifications

- Education/Certification High School diploma or equivalent, plus three years employment as a Computer Support Specialist.

- Hold a valid State of Maine Criminal History Records Check Approval.

Working Conditions

- Mental Demands: calculating, comparing, editing, problem-solving, evaluating, interpreting, organizing, consulting, analyzing, planning, designing, documenting, specifying, coordinating, implementing, presenting

- Physical Demands: sitting, standing, climbing stairs, adjusting, connecting, lifting (to 50 lbs.), bending, keyboarding, pulling, pushing, carrying, writing, walking, operating equipment

- Environmental Conditions: inside, working around moving objects, working unsupervised Terms of Employment

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

Reports to:

Technology Coordinator

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/or job goals are met. The Technology Coordinator will perform the evaluation.

The Cape Elizabeth School Department expects that all employees will perform assigned duties diligently, professionally and efficiently and in compliance with all district policies and procedures as well as all federal and state laws.

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.

- School Board Approved: May 12, 2015 (replaces Computer Technician)