

CENTENNIAL SCHOOL DISTRICT NO. 28J

VACANCY NOTICE

July 2, 2019



POSITION: Desktop Support Technician
LOCATION: Instructional Technology Center
HOURS: 8 Hours Per Day (7:30am – 4:00pm)
CALENDAR: 261 Days a Year (July - June)
SALARY: Range 11 (Hourly Rate Pending Union Negotiations)
START DATE: August 19, 2019
APPLICATION DEADLINE: Open Until Filled

JOB PURPOSE STATEMENT/S: The position of Desktop Support Technician is for the purpose/s of support and maintenance of organizational computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all organizational hardware and equipment while ensuring optimal workstation performance. The Desktop Support Technician will also troubleshoot problem areas (in person, by telephone, remotely, and via work order) in a timely and accurate fashion, and provide end-user assistance where required.

ESSENTIAL JOB FUNCTIONS:

- Maintenance, repairs, and troubleshooting on all district computers and related equipment.
- Configure and install equipment and software as required.
- Provide technology training for teachers and staff including OS, productivity applications, and Web-based resources as needed in small group, large group, printed, and online formats.
- Maintain a work order system and an audit trail for all maintenance work and training performed.
- Travel from location to location to accomplish tasks.
- Recommend maintenance/repair to be performed by contractors/agencies to ITC Supervisor when necessary.
- Advise ITC Supervisor in planning and budgeting for maintenance and upgrading of computer hardware/software as requested.
- Assist in gathering price information for computer equipment and make purchase recommendations to ITC Supervisor as needed.
- Respond to technology-based equipment issues district wide as required.
- Understand and carry out oral and written directions.
- Respond promptly to inquiries received at the Help Desk and accurately diagnose, prioritize, and document the service requests in the ticketing system.
- Gather and analyze information about the customer issue and determine the best way to resolve the problem directly or by escalating and dispatching other resources.
- Provide remote troubleshooting and diagnosis of basic network, software, and printing problems.

OTHER JOB FUNCTIONS:

- Troubleshoot, repair and maintain district technology-based equipment, (printers, clients, peripherals and mobile devices) as required.
- Perform preventative maintenance in accordance with warranties and other established guidelines; consults technical manuals for parts and repair information; evaluates cost effectiveness of repairing or replacing equipment and makes recommendations; recommends outside vendor work; locates parts distributors and supplies.
- Prioritize work schedule; respond to questions about equipment operation and troubleshoot technical problems.
- Attend training sessions and workshops to keep current on computers and software as directed by Supervisor.
- Perform other duties as assigned.

JOB REQUIREMENTS - QUALIFICATIONS:

- Two or more years of hardware and software technical support required.
- Possess a working knowledge of software and hardware systems configurations for: MacOS, WindowsOS, and ChromeOS.
- Apple Certified Repair Technician certification preferred.
- Skills to proficiently use, troubleshoot, and repair multiple computer systems in a networked environment. Strong analytical and follow through skills.
- Knowledge of software applications that can be used to address technology needs.
- Ability to communicate effectively with teachers, staff, colleagues, community agents and employers; ability to work independently and be self-directed, ability to provide software and hardware support, software design, setup and training on various software applications. Coordinate and gain cooperation from multiple areas within IT to accomplish assignments. Ability to work well independently on defined tasks. Work well as part of a team. Physical abilities include talking/hearing/near/far visual acuity.

- Valid driver's license and evidence of insurability.
- Ability to speak a second language preferred.

EDUCATION:

- High school diploma or equivalent.
- Formal computer and software based training preferred.

TO APPLY (Application materials must be received at the District Office. Electronic/email copies are not accepted):

Submit to Human Resources:

- Letter of Interest
- Current Resume
- Support Staff Application (if not already on file)
- Supplemental Background Questionnaire (if not already on file)

For Information Contact:

Frank Decker, ITC & Assessment Executive Supervisor
Phone: 503-762-3200

For Application Visit District Office or Download:

18135 SE Brooklyn St.
Portland, OR 97236
Shannon Burley, HR Secretary
Phone: 503-762-3641
www.csd28j.org

OAR RULES REQUIRE THE FINGERPRINTING OF ANY PERSON NEWLY HIRED.

Centennial School District practices equal employment opportunity and treatment regardless of race, color, religion, sex, sexual orientation, national origin, marital status, age, veteran's status, genetic information, and disability if the employee is able to perform the essential functions of the position.