DESKTOP SUPPORT TECHNICIAN

SUMMARY:

Under the supervision of the Director of Technology and Innovation, the Desktop Support Technician is responsible for maintaining district technology and providing quality technical support to students and staff. This position works with a variety of technology including Apple and Windows based computers, printers, servers, scanners, digital cameras, tablets, interactive flat panel displays, projectors, document cameras, and other such equipment used in the educational environment. The requirements listed below are representative of the knowledge skills and abilities required to satisfactorily perform the essential duties and responsibilities. Any combination of education and experience could demonstrate possession of the requisite knowledge, skills, and abilities.

ESSENTIAL FUNCTIONS:

1. Provide prompt, friendly technical support for VCS students and staff.
2. Use helpdesk software to document technical issues.
3. Assemble, configure, and repair district computer technology and peripheral devices.
4. Maintain inventory of district technology assets.
5. Participate in planning, research, and implementation of district technology.
6. Keep work areas organized.
7. Follow up on all assigned help desk requests to insure acceptable completion.

NON-ESSENTIAL FUNCTIONS:

Other duties as assigned.

COMPETENCIES:

1. Ability to effectively manage and administer daily employee support services activities.
2. Ability to maintain employee support services and computer inventories.
3. Ability to understand and carry out verbal and written directions.
4. Ability to establish and maintain effective working relationships with those contracted in the course of work.
5. Ability to maintain confidentiality while performing assigned tasks.
6. Effective interpersonal, communication, conflict resolution, time management, and record-keeping skills.

SUPERVISORY RESPONSIBILITY:
N/A

REPORTS TO:
Director of Technology and Innovation

WORK ENVIRONMENT:
Mostly works indoors in an office setting.

PHYSICAL DEMANDS:
While performing the duties of this job, the employee is regularly required to speak and/or hear. The employee is frequently required to stand, walk, reach with hands and arms and stoop, kneel, or crouch. The employee is occasionally required to lift and carry up to 35 pounds, with assistance, in addition to using hands to handle or feel and must sometimes climb or balance.

POSITION TYPE AND EXPECTED HOURS OF WORK:
This is a full-time position with benefits. Days and hours of work are Monday through Friday, 7:30 a.m. to 4:30 p.m. (8 hours/day). This position operates for 264 days out of the year.

Salary Grade Level D

TRAVEL:
Some travel may be expected for this position.

REQUIRED EDUCATION AND EXPERIENCE:
1. High school diploma or equivalent.
2. Supplemental coursework or training in modern networking computing procedures, data processing, or closely related fields.
3. Two years of responsible experience working in a networked computer environment.
4. Proficiency with Microsoft Office and Google Drive.
5. Strong written and verbal communication skills.

PREFERRED EDUCATION AND EXPERIENCE:
1. A+ Certification
2. Experience with the creation and reconciliation of computer-generated output reports and inventory.
3. Experience with Windows and Apple desktops, network operating systems, and Intel-based computer hardware.
4. Previous experience troubleshooting computer hardware and software problems.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

The successful candidate will be required to present a valid criminal background check upon hire.

EEO STATEMENT:

Valdez City School District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, marital status, pregnancy, sexual orientation, or any other basis of discrimination prohibited by local, state, or federal law. This policy will prevail in all matters concerning staff, students, the public, educational facilities, programs, services, and activities, and with whom the district does business.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SIGNATURE

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee   Date

Revised: October 31, 2019