

SHAWNEE MISSION SCHOOL DISTRICT

Job Description

Position Title	Technical Support Analyst I
Department	Information and Communication Technology
Reports To	Technical Support Lead Analyst
Salary Schedule	Skilled Craft/Technical 261 Work Days per Year

SUMMARY:

With direct supervision the Technical Support Analyst I will support primary building Administrators as the primary field point of contact on all district supported applications and platforms. The analyst will provide onsite assistance with the installation, upgrade and usage of computer hardware and software.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Other duties may be assigned*

- A. Troubleshoot, install, and configure district applications and hardware
- B. Document incidents and resolutions
- C. Follow established processes
- D. Monitor open work orders and escalate unresolved issues
- E. Relocate equipment per established procedures
- F. Apply approved operating system images
- G. Process defective, warranty and repairable inventory items for replacement or disposition
- H. Document work performed and completed on an ad-hoc basis
- I. Research problems, identify alternatives, and recommend solutions
- J. Maintain quality working relationships and communication with district personnel, vendors, and patrons
- K. Perform other duties as assigned

QUALIFICATION REQUIREMENTS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable Accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- A. Demonstrate good customer service skills while interfacing with faculty, students, staff, and administrators
- B. Knowledge of Apple OS X and iOS
- C. Knowledge of Microsoft Windows and Office applications
- D. Ability to explain technical concepts to a non-technical audience
- E. Ability to complete component-level repair of computers and peripherals

EDUCATION AND/OR EXPERIENCE:

- A. Two years of college, technical school, military training; two years of related education and field-work experience considered

LANGUAGE SKILLS:

- A. Must be able to speak and read fluent English
- B. Ability to communicate well, both verbally and in writing, with parents, patrons, staff, and students

OTHER SKILLS AND ABILITIES:

- A. Strong oral and written communication skills
- B. Ability to work collaboratively as a team member
- C. Possess a valid motor vehicle operator's license and be able to provide own transportation to school worksites

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- A. Must be able to lift, carry or otherwise move objects weighing up to 50 pounds
- B. Must be able to position self in small spaces to maintain computer hardware
- C. Must be able to remain in a stationary position for extended periods of time

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

- A. The employee frequently works as an individual, but is always part of a larger team
- B. The employee is continuously interacting with staff, students, and other employees
- C. The employee is frequently required to meet multiple demands from several people
- D. The employee frequently commutes to buildings within the school district

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

In addition, as an organization/community that reflects and appreciates diversity, bilingual communication skills are noted and valued.