

**Computer Support Technician**

**Primary Function**

To assist in the operation and maintenance of district computer systems.

**Organizational Relationships**

Reports to the Director of Technology and Media Services.

**Qualifications**

- High school diploma, supplemented by technical training or practical experience.
- Ability to read and understand technical materials.
- Strong communication and interpersonal skills.
- Ability to collaborate with others and work on a team.
- Appropriate District policies pertaining to the maintenance of a variety of computer and electronic equipment and user acceptable use policies
- Experienced at troubleshooting A/V, phones, and printers.
- Working knowledge of how workstations connect to a network.
- General understanding of spreadsheets, databases, word processing and other computer applications.
- Working knowledge of configuring email and voice mail.
- Proficient skill in English composition, grammar and spelling.
- Ability to perform assigned duties and tasks with a minimum of direction.
- Ability to maintain effective public and co-worker relationships.
- Ability to physically move about the district.
- Ability to understand and carry out oral and written directions.
- Ability to, on occasion, physically lift and move packages, boxes, and other materials weighing up to 25 pounds.
- Ability to handle staff and student information with confidentiality.

**Performance Responsibilities**

1. Setup, install, diagnose, and perform semi-technical maintenance of district systems.
2. Diagnose and correct basic problems with hardware and software; coordinate complex problems with other members of Department of Technology and Media Services.
3. Provide first response technical assistance to users.
4. Setup computers, install software and peripherals, and implement security.
5. Perform preventative maintenance, minor repair of electronic equipment, assist with data file transfers, and perform system backup.
6. Install software and software updates.
7. Assist with hardware and hardware updates.
8. Setup and support of audio-visual equipment and/or other technology for special school or District events.
9. Performs other duties as assigned by the Director of Technology and Media Services.

**Terms of Employment**

260 work days. Salary and work year established by the Board of Education and the Support Council Agreement.

**Evaluation**

Performance will be evaluated in accordance with the Support Council Agreement.

Seniority: Computer Technician