

## Microcomputer Software Technician I (Help Desk)

Classified Position – 7531

<u>Salary</u> Category 3A per salary schedule	<u>Days</u> 260	<u>Reports to:</u> CIO/Director of Technology
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### SCOPE OF RESPONSIBILITIES

Coordinate the operation of technology maintenance for the District; research and remain current on technologies; provide consultation with users within the District related to technical issues

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Provide customer service to end users. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy.

### REPRESENTATIVE DUTIES / ESSENTIAL FUNCTIONS

1. Effectively, professionally, and respectfully provide support for all IT products and services to the end user's satisfaction
2. Complete all details on submitted work orders before assigning out to technicians
3. Record the actions towards resolution so that the department can identify recurring trends and take remedial action
4. Remotely troubleshoot and resolve work orders when feasible before assigning
5. Elevate priority problems to the appropriate support groups for resolution
6. Verify that suggested solutions effectively resolve the users' problems through verbal or email follow-up
7. Run weekly reports and send out to department as needed to improve response time
8. Assist with unboxing deliveries and assist with inventory tracking
9. Resolve Central Office work orders and refresh devices for users as needed
10. Image computers so that they are ready for technicians to install at various locations
11. Set up conference room as needed for presentations / complete any upgrades required
12. Install student password reset tool as needed for school student account admins
13. Configure network capabilities of copiers for schools and Central Office
14. Field any technical support calls to service providers as needed
15. Monitor, stock and keep clean closet and bay area items
16. Keep check-out inventory up to date
17. Reset MUNIS, Infinite Campus, voicemail and AD user accounts as needed
18. Block/allow internet sites on web filter as needed
19. Work with vendors in ordering parts for smart classroom equipment
20. Routinely check devices in the training lab, board room and other Central Office locations to ensure they are working properly and have latest updates
21. Help other team members with projects or other task in their areas when asked/needed
22. Work with KDE, state engineers, and each other to complete projects and/or find solutions to escalated problems
23. Maintain regular and predictable attendance
24. Adhere to the professional code of ethics
25. Successfully utilize technology as appropriate in job function
26. Perform related duties as assigned

### KNOWLEDGE AND ABILITIES

#### KNOWLEDGE OF:

- Various systems utilized in the educational environment
- Diagnostic techniques and procedures used in computer and electronics repair
- Basic record-keeping techniques
- Interpersonal skills using tact, patience and courtesy

**ABILITY TO:**

- Communicate effectively with end users and teammates
- Analyze and effectively solve problems
- Ask a logical sequence of questions to diagnose the problem and offer a solution
- Answer help desk inquiries in a timely manner
- Maintain records related to work performed
- Establish and maintain cooperative and effective working relationships with others
- Analyze situations accurately and adopt an effective course of action
- Work independently with little direction
- Lift heavy objects

**PHYSICAL DEMANDS**

	<b>Seldom/Rare</b>	<b>Occasional</b> (up to 1/3 of work day)	<b>Frequent</b> (1/3 to 2/3 of work day)	<b>Repetitive</b> (2/3 or more of work day)
Standing/Walking				X
Sitting			X	
Handle/Finger/Feel				X
Reach/Push/Pull			X	
Bend/Stoop/Crouch			X	
Kneel/Crawl		X		
Climb/Balance	X			
<b>Lift/Carry</b> (Check Frequency)				
Up to 10 lbs.				X
Up to 20 lbs.				X
Up to 50 lbs.			X	
Up to 100 lbs.		X		
Over 100 lbs.	X			

**MINIMUM QUALIFICATIONS**

1. Valid Kentucky driver's license

**DESIRABLE QUALIFICATIONS**

1. Experience in technical support
2. Associates degree in related field