*Dept/Div: AdministrationN/A* FLSA Status: *Non-Exempt*

**General Definition of Work**

Performs intermediate technical work providing hardware, software, printer and email support to end userss, and related work as apparent or assigned. Work is performed under the limited supervision of the Coordinator of Technology.

**Qualification Requirements**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Demonstrated problem solving skills, a strong initiative and work ethic.

**Essential Functions**

Serves as the lead contact for the setup, support, and maintenance of Windows computers districtwide.

Configures and sets up new desktops and laptops; reloads old equipment for redistribution.

Diagnoses, troubleshoots, installs and maintains hardware and operating system software including printers and e-mail.

Installs and instructs staff on specialized software specific to a program or individual student.

Diagnoses, troubleshoots and removes individual viruses or system viruses.

Replaces memory, hard drives and CD players as necessary.

Researches technical issues; works directly with technical support to troubleshoot issues; maintains applicable documentation.

Maintains a current inventory of Windows devices and accessories.

Performs other tasks as assigned by the Coordinator of Technology.

**Knowledge, Skills and Abilities**

Thorough knowledge of online research techniques; thorough knowledge of instruction manuals and diagrams; thorough knowledge of applicable district policy and procedure; thorough skill operating and maintaining standard office equipment and applicable hardware and software, printers, hard drives, and CD players; thorough skill operating standard accounting software; thorough skill operating specialized department hardware and software; thorough skill operating servers; general skill keeping inventory; general skill composing thank you letters; general skill operating standard computer repair tools; general skill operating standard Intellitools keyboard; general skill operating head tracking devices; ability to compute rates, ratios and percentages; ability to understand and apply governmental accounting practices in the maintenance of financial records; ability to analyze, troubleshoot and make decisions in the repair or replacement of technical devices; ability to establish and maintain effective working relationships with vendors, similar professionals in other districts, district staff, parents and the general public.

**Education and Experience**

Associates/Technical degree with coursework in networking, computer repair, or related field and moderate experience working as a network specialist, desktop support technician, or equivalent combination of education and experience.

**Physical Requirements**

This work requires the frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires walking, speaking or hearing, using hands to finger, handle or feel, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions, frequently requires standing and climbing or balancing and occasionally requires sitting; work requires close vision, distance vision, ability to adjust focus, depth perception and color perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arms length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

**Special Requirements**

A+ certification.

Valid driver's license in the State of Minnesota.

Last Revised: 8/16/16