

# North Kingstown School Department

## FUNCTIONAL JOB DESCRIPTION

<b>Job Title:</b>	<b>Senior Computer Technician</b>				
<b>Department:</b>	<b>Information Technology</b>				
<b>Reports to:</b>	<b>Assistant Network Manager and/or Network Manager</b>				
<b>Supervises:</b>	<b>N/A</b>				
<b>Description of job:</b>					
<p><b>SUMMARY OF RESPONSIBILITIES:</b>  Installs, configures, troubleshoots, and repairs computer and network hardware, software and peripherals. Install, configure, and maintain school-based file servers. Supports other technicians with complex installations and troubleshooting (e.g. server setup and software image creation).</p>					
<p><b>ESSENTIAL FUNCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Perform computer and/or network troubleshooting to isolate and diagnose problems.</li> <li>• Repair, reconfigure, or upgrade hardware (e.g. computers, printers, servers, and network equipment) and software components in a timely and efficient manner.</li> <li>• Install new hardware and software as directed by the Network Manager and/or Director of Information Technology.</li> <li>• Consult with vendors' technical support on difficult problems.</li> <li>• Provide users with technical support in a friendly and professional manner, responding to the needs and questions of users concerning the use and functionality of the hardware and software used to support their roles in the school department.</li> <li>• Make recommendations to the Network Manager to improve and optimize the computer and network functionality.</li> <li>• Recommend ordering of parts and software needing replacement or upgrade.</li> <li>• Coordinate with the Network Manager to maintain a ready inventory of parts and supplies to increase speed and efficiency of support calls.</li> <li>• Learn the intricacies of new software, operating systems, and/or hardware as necessary.</li> <li>• Utilize automated support system. Provide written responses and documentation of support services.</li> <li>• Create software images for the various available computers.</li> <li>• Install, configure, and maintain school-based file servers (2 or 3 per school). Install and maintain network applications. Manage library automation software.</li> <li>• Complete warranty repairs for Apple and PC Computers: troubleshoot, order parts, complete repairs and paper work.</li> <li>• Additional responsibilities as assigned by the Network Manager and/or Director of Information Technology.</li> </ul>					
<b>Protective Personal Equipment:</b>		<b>N/A</b>			
<b>Classification:</b>	<b>Sedentary:</b>	<b>Light:</b>	<b>Medium: X</b>	<b>Heavy:</b>	<b>Very Heavy:</b>
<p><i>Classification Key:</i>  <b>Sedentary</b> – Exerting up to 10 lbs. of force occasionally; negligible amount of force frequently to lift, carry, push/pull or otherwise move objects;  <b>Light</b> – Exerting up to 20 lbs. of force occasionally and/or 10 pounds of force frequently or negligible amounts of force constantly to move objects;  <b>Medium</b> – Exerting 20 lbs. – 50 lbs. of force occasionally; 10 lbs. – 20 lbs. frequent; and/or greater than negligible up to 10 lbs. of force constantly to move objects;  <b>Heavy</b> – Exerting 50 lbs. – 100 lbs. of force occasionally; in excess of 50 lbs. frequently; 10 lbs. – 20 lbs. of force constantly to move objects;  <b>Very Heavy</b> – Exerting in excess of 100 lbs. of force occasionally; and/or in excess of 50 lbs. of force frequently; in excess of 20 lbs. of force constantly to move objects.</p>					
<b>Driving Requirements:</b>	None:		Manual: Own Vehicle		Automatic: Own Vehicle

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Work Environment			
<b>Floor Surface:</b>	Tile and/or Carpet		
<b>Inside:</b>	100%	<b>Outside:</b>	
<b>Lighting:</b>	Fluorescent or Incandescent		
<b>Vibration:</b>	N/A		

### PHYSICAL DEMANDS

LIFTING						
Maximum weight lifted: up to 50 pounds occasionally						
WEIGHT	Never	Occasionally	Frequently	Constant	Heights	Description of object
0 – 10 lbs.		X				
10 – 20 lbs.		X				
20 – 35 lbs.		X				
35 – 50 lbs.		X				

CARRYING						
Maximum weight carried: up to 50 lbs.						
WEIGHT	Never	Occasionally	Frequently	Constant	Distances	Description of object
0 – 10 lbs.		X				
10 – 20 lbs.		X				
20 – 35 lbs.		X				
35 – 50 lbs.		X				

PUSHING/PULLING						
Maximum push/pull: 35 lbs.						
WEIGHT or FORCE	Never	Occasionally	Frequently	Constant	Distances	Description of object
0 – 10 lbs.		X				
10 – 20 lbs.		X				
20 – 35 lbs.		X				
100 + lbs.	X					

ACTIVITY	Never	Occasionally	Frequently	Constant	Comments
Sitting		X			
Standing			X		
Walking			X		
Bending			X		
Twisting			X		
Crawling		X			
Kneeling		X			
Squatting		X			
Climbing		X			
Reaching – Vertical		X			
Reaching – Horizontal			X		
Grasping		X			

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Pinching		X			
Manual Dexterity			X		
Fine Dexterity		X			

**FREQUENCY KEY:** Never (0%); Occasionally (0 – 33% of shift); Frequently (34-66% of shift); Constant (67 – 100% of shift)

### Qualification Requirements:

To perform this job successfully, an individual must be able to perform each of the above noted essential duties 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.

### Education and/or Experience:

Bachelor's degree in a related field; Minimum three years' experience in troubleshooting computer hardware, software and Ethernet network problems or an equivalent combination of education and/or experience.

### License/Certificate/Certification:

IT certificate program preferred.

### Technological and/or Technical Skills:

Demonstrated proficiency in working independently and collaboratively with district software (i.e. Microsoft Office, server and desktop operating systems and various specialty packages) and hardware (i.e. printers, desktops, lap tops, servers, switches and routers)

### Communication Skills:

- Demonstrated ability to draft clear and concise correspondence
- Ability to compose and/or present written or oral reports as needed
- Ability to communicate effectively with all levels within the organization including administration, staff and peers

### Planning Skills:

- Ability to effectively prioritize and execute a variety of complex duties with minimal supervision

### Interpersonal and Problem solving skills:

- Ability to interact with administration and staff in a pleasing manner. Ability to effectively handle issues utilizing a personable problem solving approach.

### Terms of Employment:

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Twelve month year. Salary in accordance with the contractual agreement between the North Kingstown Support Professionals and the North Kingstown School Committee.

### **Evaluation:**

Performance of this job will be evaluated in accordance with the North Kingstown Support Professionals Contract.

**Date: 10/2015**