

LEMOORE UNION ELEMENTARY SCHOOL DISTRICT
Human Resources Department

TECHNOLOGY SERVICES SUPPORT TECHNICIAN
Job Description

JOB SUMMARY:

Under supervision of the Director of Technology Services, serve as the primary point of contact to users needing assistance in technology concerns; provide efficient problem-solving assistance over the phone for a diverse range of users regarding the basic operation of computer hardware, software and other related equipment; remotely accessing the users' workstations to identify and resolve minor computer issues in a reasonable, timely manner to provide professional technical services to meet the needs of staff, sites and departments; review, prioritize, schedule and assign online work order requests to the computer technicians in a reasonable, timely manner; monitor ticket status and assure all requests receive follow-up; prepare reports on equipment problems, monitor system-operating problems, notify other staff as needed or take corrective action; perform complex and difficult secretarial and clerical duties and assists the technology services staff by performing routine administrative tasks and other related duties as required.

REQUIRED QUALIFICATIONS:

Ability to:

- Communicate effectively on the phone;
- Use numerous online, remote and other tools to solve minor end user problems;
- Provide professional customer service in a high paced phone environment;
- Remotely access workstations to identify and resolve computer issues;
- Analyze and diagnose user problems and offer corrective action;
- Handle secretarial/clerical and administrative duties independently;
- Compile data and organize reports;
- Communicate, understand and carry out complex oral and written directions effectively;
- Establish and maintain effective work relationships with a diverse group of people;
- Learn new and current software, networking and the operation of different computer hardware to assist and solve end-user problems;
- Prioritize job duties and end user issues;
- Provide training to users in software, hardware, network and other related equipment;
- Learn, interpret and apply District rules, operations, policies, objectives and goals with good judgment;
- Effectively prioritize workload and produce precise work in a limited amount of time;
- Effectively deal with the public and handle confrontational situations professionally;
- Apply integrity and trust in all situations.

Knowledge of:

- Office methods, practices, and filing systems;
- School district policies, rules, regulations, and laws;
- Receptionist and telephone techniques and proper public relations and customer service;
- Computer technology and software systems including, but not limited to, Microsoft Windows Operating System and related Windows application, Aeries Student Information System (SIS), Google and other computer systems maintained by the Technology Services department;
- Equipment operation related to a variety of technical equipment;
- Network access, operation of computer programs including word processing, spreadsheets, database software;

- Letter and report writing, including proper English usage, grammar, spelling, punctuation and vocabulary.

Education and Experience:

- Minimum requirement: equivalent to graduation from high school and one year experience working in a Technical Support environment and one year of clerical experience.

Preference will be given to candidates who have:

- AA degree or 2 years equivalence of acceptable college coursework in computer science, computer engineering, information systems or closely related field; OR possess an industry-standard technology support certification; OR two or more years experience in technology support and one year of clerical experience.

ESSENTIAL FUNCTIONS:

- Perform a variety of routine clerical functions for the technology services department such as answering phones, processing forms, scheduling and maintaining online work orders, filing, copying, and ordering supplies pertaining to areas of responsibility.
- Maintains schedules, appointments, and calendars of the Director of Technology Services; maintains operational procedure manuals, computer logs (system, security and application).
- Provide first line technical assistance, service support and follow-up for technology users with software operations through an online work order system; receive and analyze phone calls, online work orders, or requests via remote access; exercise independent judgment in resolving routine matters or directing to appropriate technology staff; work with other technical personnel to determine best solutions to resolve user's concerns.
- Troubleshoot technology issues for users, determining whether problem is hardware, software, network related; troubleshoot problems involving printing, application access, operation system errors, and workstation communication conflicts.
- Provide high quality, professional and courteous customer service to ensure support fulfills the needs of the customers.
- Review, prioritize, schedule and assign online work order request to the computer technicians in a reasonable, timely manner; monitor ticket status and assure all requests receive follow-up; prepare reports on equipment problems, monitor system-operating problems, notify other staff as needed or take corrective action.
- Conduct training in basic, intermediate and advanced use of district technology, including, but not limited to computers, software, printers, and network; instruct and assist users over the phone in a reasonable, timely manner to resolve user's computer related problems.
- Create and manage email accounts, voicemail accounts and computer resource permissions;
- Answer and prioritize multiple phone calls
- Connect and configure devices and peripherals; configure, set-up and confirm proper connectivity for new LAN accounts
- Assist various district departments regarding development and maintenance of department web pages; provides design and technical support in updating district web pages as new trends and programs are developed.
- Maintain inventory for technology equipment and supplies.
- Transcribes, types, or uses computer programs to generate reports, forms, and other correspondence.
- Independently writes letters on routine office matters. Prepares correspondence as directed by the Director of Technology Services.
- Help facilitate communication between the district and consultants or vendors by providing necessary documentation in a timely manner.

- Prepares purchase orders for the technology services department and maintains and distributes county/district forms throughout the year.
- Assist district departments and sites in technology-related purchases, primarily by working with vendors to secure optimal pricing.
- Uses a high degree of confidentiality in the work which is of a sensitive nature.
- Performs other related duties as assigned.

PERSONAL CHARACTERISTICS:

Should possess personal characteristics generally recognized as essential for good public employees, including initiative, emotional maturity, dependability, confidentiality, flexibility, courtesy, good judgment, and ability to prioritize and work cooperatively with others. Must be able to work independently with little direction.

WORKING CONDITIONS

Environment:

- Technical office environment; subject to constant distractions and interruptions; extended viewing of computer monitor; contact with dissatisfied individuals.

Physical Abilities:

- Visual ability to read handwritten or typed documents and instructions, and the display screen of various office equipment and machines;
- Ability to conduct verbal conversation;
- Hear normal range verbal conversation (approximately 60 decibels);
- Sit, stand, stoop, kneel, bend and walk;
- Sit for sustained periods of time;
- Kneel or squat for extended periods of time;
- Climb stairs, steps, ramps and step ladders;
- Push and/or pull a variety of tools and equipment weighing up to 50 or more pounds;
- Lift and/or carry up to 10 or more pounds frequently;
- Lift and/or carry up to 20 or more pounds occasionally;
- Lift and/or carry up to 30 or more pounds infrequently;
- Exhibit full range of motion for shoulder external rotation and internal rotation, shoulder abduction and adduction, elbow flexion and extension, shoulder extension and flexion, back lateral flexion, hip flexion and extension and knee flexion; and,
- Demonstrate manual dexterity necessary to operate a computer and other classroom and office equipment in a safe and effective manner.

Employee: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Lemoore Union Elementary School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

Salary: Range 15

Employment: 12 month employee

Board Approved: May 21, 2015