

## **Desktop Support Specialist Job Description**

**Purpose:** The Desktop Support Specialist provides technology support within the district and ensures that technology is maintained and operating at the optimal level for the educational needs of the students and the staff of the school district. To accomplish these tasks, the Desktop Support Specialist works closely with the staff and administration of the district.

**Responsible to:** Technology Director

**Payment rate:** Salary and benefits as established by the Board of Education

### **Qualifications:**

1. Bachelor's Degree or equivalent with emphasis in computer technology preferred. Five (5) years of directly related work experience required.
2. Health and Inoculation Certificate on file in the central office (after employment offer is made).
3. Microsoft and Network Certification recommended.
4. Experience and training in a network environment.
5. Familiar with server-based network environment.
6. Needs knowledge of network protocol.
7. Knowledge of network integrity to include virus protection and copyright compliance.
8. Desire to continue career improvement by enhancing skills and job performance.

### **Physical Requirements/Environmental Conditions:**

1. Occasionally requires physical exertion to manually move, lift, carry, pull, or push heavy objects or materials.
2. Occasional stooping, bending, and reaching.
3. Requires traveling to various locations within the district and occasionally to locations outside of the district.

4. Ability to run cables through ceilings and walls while using ladders.
5. Requires prolonged sitting, standing, and use of equipment including repetitive motions and computer eye fatigue.
6. Must occasionally work in noisy and crowded environments, with numerous interruptions.

**All Employees are expected to:**

1. Support and work to implement the vision and mission of the district.
2. Observe and follow school district policies and ensure their activities conform to district guidelines.
3. Communicate and work effectively and cooperatively with members of the school district and community.
4. React to changes and frequent interruptions in a productive and positive manner.

**Responsibilities:**

1. Be proactive in the repair, maintenance and upgrade of existing networks as required.
2. Set up and configure, maintain and upgrade new and existing computers as needed.
3. Install and maintain software in networks and individual computers.
4. Maintain inventory of networks, hardware and software on the networks.
5. Troubleshoot and install multiple networking software.
6. Keep current on technology and receive appropriate training to administer computer systems and audiovisual equipment.
7. Respond to information requests in cooperative, courteous and timely manner.
8. Keep student and personnel information and records confidential.

- 9. Implement and follow all district health and safety policies, including all precautions of the Bloodborne Pathogens Exposure Control Plan.
- 10. Perform such other duties as assigned from time to time.

**Term of Employment:** At will.

**Evaluation:** Performance effectiveness will be evaluated in accordance with provisions of Board of Education Policy.

**Approved:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
Board President

**Reviewed and agreed to by:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
Employee