

## SCHOOL DISTRICT OF OKALOOSA COUNTY

Okaloosa County, Florida

IT IS THE POLICY OF THE SCHOOL DISTRICT OF OKALOOSA COUNTY NOT TO DISCRIMINATE AGAINST EMPLOYEES OR APPLICANTS EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, MARITAL STATUS, AGE, OR HANDICAP. IT IS THE POLICY OF THE SCHOOL DISTRICT OF OKALOOSA COUNTY TO HIRE ONLY U.S. CITIZENS AND ALIENS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES. THESE POLICIES SHALL APPLY TO RECRUITMENT, EMPLOYMENT, TRANSFERS, COMPENSATION, AND OTHER ITEMS AND CONDITIONS OF EMPLOYMENT.

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Position Title: Computer and Handheld Technician  
Reports To: Specialist, Seat Management  
Supervises: N/A

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### Minimum Eligibility Requirements:

High school diploma or equivalent.

Successful completion of a training program in computer operations, or

Experience in a data processing environment, or

Demonstrated skills necessary for training as a computer operator.

Such alternatives to the above requirements as the Board may find appropriate and acceptable.

### Language Skills:

Ability to read, analyze and interpret documents such as safety rules, maintenance instructions and procedure manuals.

Ability to write routine reports and correspondence.

### Mathematical Skills:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

### Reasoning Ability:

Ability to apply common sense understanding to carry out detailed instructions.

### Other Skills and Abilities:

Ability to operate a computer, handheld devices, and related software and applications. Ability to handle a multitude of responsibilities with minimal supervision.

Ability to work as a team member, to serve as a role model and to keep confidential information about students confidential.

### Physical Demands:

While performing the duties of this job the employee is regularly required to drive, sit, talk, hear, stand, and walk. The employee is regularly required to carry up to 50 pounds and pull cable. Employee frequently interacts with other staff members.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Work Environment:

The noise level is moderate to loud.

Job Goal:

To maintain and operate data processing equipment, desktop computers, laptop computers and handheld devices in such a fashion of excellence that maximum educational use may be made of it at all times.

Essential Duties and Responsibilities:

1. Operates computer terminals, printers, decollators, tape drives, desktop and laptop computers and handheld devices.
2. Maintains system's performance by means of a console.
3. Ensures that correct procedures and controls are submitted as required in order to maintain production schedules.
4. Monitors console messages and reacts according to directions from system's software or applications programs.
5. Observes system operations and determines whether programs or applications appear to be operating correctly.
6. Analyzes and reports potential problems and takes corrective action where called for or seeks assistance from programmers, managers, or director of data processing when causes or problems are not apparent.
7. Maintains records required to supplement console logs, including problem documentation and action taken, and similar data.
8. Performs procedures required for system backup, including copying system files, checkpoints, message logs, etc.
9. Maintains an operator's daily log detailing what job was run, controls used, status of job, if it was canceled notes the reason why, and notes tapes and tape drives used.
10. Performs commands for network terminals to help users.
11. Operates a desktop and laptop computer.
12. Maintains data processing machines and handheld devices.
13. Distributes output to users.
14. Powers on computer systems and performs IPL.
15. Works with Apple Tech Support to order parts and resolve issues.
16. Responds to telephone calls, e-mails, and help desk requests for technical support.
17. Install approved software releases, system upgrades, and patches and resolves software related problems.
18. Maintain, analyze, troubleshoot, and repair computer systems, repair or replace components in laptops, desktops, printers and other peripherals.
19. Inventory new equipment to help minimize loss.
20. Pickup and delivery of district equipment for repairs when necessary.
21. Perform other IT functions as workflow permits.
22. Other duties as assigned by the School Board or supervisor.

Length of Employment:

Twelve months

Salary:

Based on Adopted Professional Technical Salary Schedule, Pay Grade 5

Evaluation:

Annual evaluation conducted by the Information Systems administrator in accordance with School Board policies and State Laws.