Position: Tier 1 Tech. Support
Location: Mandaree School

JOB DESCRIPTION OF DUTIES

- Provide timely, front-line support and act as primary contact for staff and end users within a Windows environment.
- Perform Tier 1 troubleshooting and problem-solving to resolve user issues such as log in, printing, internet access issues.
- Assist with desktop support and maintenance, including desktop installation, troubleshooting, repair maintenance, and upgrades.
- Install educational software on the application server & maintain a user list.
- Troubleshoot common office electronics (i.e, Printers, Fax Machines)
- Accurately record work order requests and completion documentation. Prepare work list for visiting Technician Support on all computing issues.
- Maintain an inventory of ink cartridges, patch cables and smart board bulbs.
- Maintain mobile computer carts to include downloading applications, inventory control, monthly cleanup, overnight power charging and the check out and check in process with staff.
- Elevate computing issues to Technology Coordinator/Server Administrator.
- Other duties as assigned

JOB REQUIREMENTS

- Ability to lift 30+ lbs as there is some lifting required (e.g., computers and/or printers).
- Strong client/people relationship skills
- Experienced with Microsoft Office products
- Knowledge of operating systems incl. Windows XP/7
- Ability to multi-task
- Strong organizational skills
- Flexibility in relating to an ever-changing daily schedule
- Self-starter who is able to remain focused on the job at hand
- Report and coordinate on a daily basis with Technology Coordinator/Server Administrator

Working Conditions:
1. Classroom environment.
2. Office setting
3. Later hours may be required for school related functions

Qualifications:
1. High School Diploma or GED required
2. Must follow the district's Drug and Alcohol Policy.
3. Must complete and sign a Provisional Hiring Statement.

Supervision Exercised:
1. Classroom students.
2. Other students in common student areas (hallways, cafeteria, gymnasium, etc.)

Evaluation:
1. Department level principal.
2. Performance Review