

KYRENE SCHOOL DISTRICT, ARIZONA

CLASS SPECIFICATION

CLASS TITLE: Senior User Support Technician

BAND	GRADE	SUBGRADE
B	2	1
DEPARTMENT: Information Technology	ACCOUNTABLE TO: User Support Supervisor	FLSA STATUS: Non-exempt
CLASS SUMMARY: Incumbents are responsible for providing technical assistance in the repair and maintenance of computer hardware and software and for serving as a project lead in either software review, e-mail administration or warranty and repair control. Duties might include: answering the Technical Assistance Center (TAC) line, traveling to user sites to troubleshoot user problems to include hardware and software problems, inputting calls into a database, performing hardware repairs, installing and configuring hardware and software, previewing and evaluating new software and programs, leading committee meetings, setting up and assisting with student computer projects, maintaining and troubleshooting problems with the District's e-mail system, adding users and home directories on NT servers, troubleshooting problems with vendor technicians, performing inventory checks, ordering parts and service materials, and coordinating and tracking warranties.		
DISTINGUISHING CHARACTERISTICS: The Senior User Support Technician is the second level of a three level computer operations support series. The Senior User Support Technician is distinguished from the User Support Technician in that the Senior Technician serves as a project lead in an assigned area. The Senior User Support Technician is distinguished from the User Support Supervisor which has full supervisory authority.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY	BAND/ GRADE
1.	Answers the Technical Assistance Center (TAC) phone line in order to support computer users to include recording calls and inputting calls to database.	Daily	A1
2.	Travels to user sites to install and configure software and hardware to include instructing users on operations of new equipment and software, troubleshooting reported problems, and repairing hardware.	Daily	A1

KYRENE SCHOOL DISTRICT, ARIZONA CLASS SPECIFICATION

CLASS TITLE: Senior User Support Technician

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY	BAND/ GRADE
3.	Maintains and troubleshoots problems with the District's e-mail system.	Daily	B2
4.	Diagnoses and performs required repairs to equipment to include floppy drives, hard drives, circuit boards, and software.	Daily	A1
5.	Sets up and assists with student computer projects.	Weekly	A1
6.	Performs inventory checks for needed parts and services materials to include ordering parts and service materials, coordinating and tracking warranties, and keeping records of repairs in order to generate a weekly report.	Weekly	A1
7.	Troubleshoots problems with vendor technicians over the phone to include seeking product information and placing orders.	Weekly	B2
8.	Researches solutions to hardware and software problems by using manuals, phone, internet, and CD-ROM.	Weekly	B2
9.	Adds users to school NT servers to include setting up user's home directories.	Monthly	A1
10.	Leads committee meetings in order to preview and evaluate new software and programs.	Monthly	B2
11.	Acts as a liaison between the District and Channel 20 educational access board by attending meetings.	Monthly	A1
12.	Performs other duties of a similar nature or level.	As Required	N/B

KYRENE SCHOOL DISTRICT, ARIZONA

CLASS SPECIFICATION

CLASS TITLE: Senior User Support Technician

Knowledge (position requirements at entry):

Knowledge of:

- Computer and network hardware;
- NT services for users and printers;
- Current computer and internet applications;
- Basic mathematics;
- Use of spreadsheet.

Skills (position requirements at entry):

Skill in:

- Installing software;
- Diagnosing and solving problems;
- Configuring hardware;
- Using small hand tools;
- Using computers and related software packages;
- Troubleshooting technical problems;
- Maintaining and repairing computer hardware and software;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and two years experience in installing and troubleshooting computer hardware and software problems, or any combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Certifications may be required for some positions.

Licensing Requirements (position requirements at entry):

None required.

KYRENE SCHOOL DISTRICT, ARIZONA

CLASS SPECIFICATION

CLASS TITLE: Senior User Support Technician

Physical Requirements:

Positions in this class typically require: kneeling, crouching, crawling, reaching, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Incumbents may be subjected to moving mechanical parts, electrical currents, and travel.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (kw)

Date: 3/98