

# KYRENE SCHOOL DISTRICT, ARIZONA

## CLASS SPECIFICATION

### CLASS TITLE: User Support Technician

BAND	GRADE	SUBGRADE
A	1	2
<b>DEPARTMENT:</b> Information Technology	<b>ACCOUNTABLE TO:</b> User Support Supervisor	<b>FLSA STATUS:</b> Non-exempt
<p><b>CLASS SUMMARY:</b> Incumbents are responsible for providing technical assistance, either on the phone or in person, in the installation, repair, and maintenance of hardware and software. Duties 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; and, adding users and setting up home directories on NT servers.</p>		
<p><b>DISTINGUISHING CHARACTERISTICS:</b> The User Support Technician is the first level of a three level computer operations support series. The User Support Technician is distinguished from the Senior User Support Technician in that the User Support Technician performs routine troubleshooting activities.</p>		

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 and adding TAC calls to database and deciding who receives assigned call.	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 and troubleshooting reported problems.	Daily	A1
3.	Adds users to school NT servers to include setting up user's home directories.	Monthly	A1

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4.	Communicates with vendors for support, training, and ordering software.	Occasionally	A1
5.	Performs other duties of a similar nature or level.	As Required	N/B

<p><b>Knowledge</b> (position requirements at entry): Knowledge of:</p> <ul style="list-style-type: none"> <li>• Computer and network hardware;</li> <li>• NT services for users and printers;</li> <li>• Current computer and internet applications.</li> </ul>
<p><b>Skills</b> (position requirements at entry): Skill in:</p> <ul style="list-style-type: none"> <li>• Installing software;</li> <li>• Diagnosing and solving problems;</li> <li>• Configuring hardware;</li> <li>• Using small hand tools;</li> <li>• Using computers and related software packages;</li> <li>• Troubleshooting technical problems;</li> <li>• Maintaining and repairing computer hardware and software;</li> <li>• 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.</li> </ul>
<p><b>Training and Experience</b> (position requirements at entry): High School Diploma or General Equivalency Diploma (G.E.D.) and one year 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.</p>
<p><b>Licensing Requirements</b> (position requirements at entry): None required.</p>

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**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