

Providing technical assistance in the repair, maintenance and installation of computer hardware and software, either on the phone (Technical Assistance Center – TAC Line/Help Desk) or in person (traveling to school sites). Ability to diagnose/repair complex computer issues through sound and proven trouble shooting skills.

Duties might also include: maintaining and troubleshooting problems with various District software systems, inputting calls into a database, performing, previewing and evaluating new software and programs, taking part in committee meetings, setting up and assisting with school technology projects, performing inventory checks and orderings parts and service materials.

Chain of Command

The IT Sr. User Support Technician reports to Director of Information Technology

Competencies of the Sr. User Support Technician

- Able to work independently and efficiently to meet deadlines.
- Able to promptly answer support related email, phone calls and other electronic communications.
- Self-motivated, detail-oriented and organized.
- Experience with Windows based hardware and software issues.
- Proficient in Internet and Office related applications such as E-Mail clients, Web Browsers and MSOffice Applications.
- Excellent communication (oral and written), interpersonal, organizational, and presentation skills.
- Experience trouble shooting Windows operating systems/networks.
- Experience imaging high volume of desktop and laptop machines at one time.
- Experience trouble shooting classroom type A/V systems (Projectors, Smart Boards, DocCams, etc.)
- Preferred: A+ Certification, Dell Certified Repair Technician (FastTrack dispatch certification), MS Office Experience

Essential Duties of the Sr. User Support Technician

Primary duties include:

- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks.
- Talking staff/clients through a series of actions either face to face or over the telephone and via email to troubleshoot issues.
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
- Replacing computer components/parts as required.
- Providing support, including procedural documentation.
- Following diagrams and written instructions to repair a fault or set up a system.
- Supporting the roll-out of new applications and hardware.
- Setting up new users' accounts and profiles and dealing with password issues.
- Responding within agreed time limits to call-outs.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing many open cases at one time.
- Rapidly establishing a good working relationship with customers and other professionals.

Minimum Qualifications

High School Diploma or GED and two to four years of office experience including one year of assigned specialized experience are required; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Preferred Qualifications

- Extensive knowledge in MS Office productivity tools.
- Demonstrated knowledge of data processing methods.
- Knowledge of school district policies, procedures, organization structure and school requirements.
- Minimum 1 years of experience with SIS systems including attendance, registration, and withdrawal experience.
- Minimum 2 years of experience working in elementary or middle school offices and/or K12 data management experience.

Date Revised

3.25.2019