

INFORMATION SUPPORT TECHNICIAN

Purpose Statement

The job of Information Support Technician was established for the purpose/s of providing ongoing support and technical assistance to computer users within the district; resolving problems and/or determining appropriate action/s for resolution; providing support to assigned administrator.

This job is distinguished from similar jobs by the following characteristics: Experience and Education must include at least two years of current experience in Information Technology or a Community College and/or Vocational School degree with study in job related area.

This job reports to Supervisor - IT Support

Essential Functions

- Assesses telephone and written requests for assistance regarding computer hardware and/or software applications for the purpose of resolving problem situation and/or determining appropriate action/s for resolution.
- Assists in defining the technology support needs of the District for the purpose of ensuring the efficiency of the District's technology support.
- Assists users with computer hardware and/or software applications (e.g. website access, email setup, troubleshooting, etc.) for the purpose of providing immediate problem resolution and/or referring as appropriate for resolution.
- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Develops instructional materials (e.g. basic computer functions, software applications, etc.) for the purpose of providing a structured approach to learning about computers.
- Installs computer hardware and software applications (e.g. new computers, peripheral cards, configuring operating systems, programs, and/or printing hardware/software, freestanding Intranet, etc.) for the purpose of providing operational computer technology and instructional materials.
- Maintains a variety of manual and electronic files and/or records for the purpose of tracking district property, providing audit trails, ensuring availability of required items, and documenting department activities.
- Maintains computer hardware and software applications, including peripherals for the purpose of ensuring ongoing operation of the computer lab.
- Prepares a variety of written materials (e.g. work order reports, inventory control, procedures, etc.) for the purpose of providing written support and/or conveying information.
- Researches hardware and software applications for the purpose of recommending standardized equipment and applications in accordance with the district's technology goals.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or transporting equipment for repair.
- Tutors school site staff (via telephone and in person) on software and hardware operations for the purpose of providing ongoing support and maximizing the capabilities of assigned staff.
- Upgrades computers, peripherals, and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform single, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent diagnostic and application software; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: computer hardware and software configurations (including peripherals); current generation operating systems (Mac and PC) and application software packages; and troubleshooting techniques.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; communicating technical information to non-technical audiences; meeting deadlines and schedules; developing effective working relationships; and adapting to changing priorities.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 20% sitting, 40% walking, and 40% standing. The job is performed in a generally hazard free environment.

Experience Job related experience is required.

Education Targeted job related education that meets organization's prerequisite requirements.

Equivalency None Specified

Required Testing

None Specified

Certificates & Licenses

None Specified

Continuing Educ. / Training

None Specified

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

12-15-2009

Salary Grade

Classified 56

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____