

USD 261 EDUCATIONAL SUPPORT STAFF  
POSITION DESCRIPTION

POSITION TITLE: **ENTRY LEVEL PC TECHNICIAN**

SUPERVISOR: Director of Information Services

PAYMENT RATE: According to Educational Support Staff Salary Schedule

QUALIFICATIONS:

1. High School diploma or equivalent.
2. Basic PC repair skills.
3. Experience with inventories and asset management a plus.
4. Maintain current TB testing as required by Health Department regulations (after employment offer is made).

ESSENTIAL FUNCTIONS:

1. Perform general maintenance tasks, troubleshoot, and repair computer systems and peripheral equipment for the purpose of keeping equipment functioning properly.
2. Update basic computer hardware and software installations for the purpose of keeping technology running efficiently.
3. Ensure all equipment is correctly packaged and transported within or outside district property for the purpose of avoiding warranty issues and keeping all equipment functioning.
4. Escalate problems and issues to a higher level of support. This includes service that exceeds response time, repair time, lack of parts, or any other issue for the purpose of providing excellent customer satisfaction.
5. Represent the school district in a professional and business-like manner while assisting and communicating effectively with staff and students when responding to routine technical questions or requests for information for the purpose of providing excellent customer service.
6. Analyze and resolve technical problems for established networks for the purpose of keeping maximum up-time.
7. Work as a team member with other technical staff members, to ensure timely response and problem resolution to end users for the purpose of providing excellent customer service.
8. Install CAT5, cable TV, phone, computer setup and other miscellaneous wiring as needed within existing or newly constructed facilities to keep projects within budget constraints.
9. Ensure the information being processed, stored or accessed by the network maintains confidentiality for the purpose of ensuring secure data.

10. Stay current on all production operating systems and basic applications to keep up with the increased demands of Information Technology.
11. Provide proactive communication and notification to staff of pending or upcoming problems, outages, or other service issues in order to provide courteous and timely service to staff.
12. Maintain a high level of confidentiality regarding student and staff information in order to remain in compliance with legal requirements and to maintain a professional work environment.
13. Perform other duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

**PHYSICAL REQUIREMENTS/ENVIRONMENTAL CONDITIONS:**

1. Occasionally requires physical exertion to manually move, lift, carry, pull or push heavy objects or materials.
2. Occasional stooping, bending or reaching.
3. Requires prolonged sitting or standing, and use of equipment including repetitive motions and computer eye fatigue.
4. Must be able to work independently without continuous supervision.
5. Must occasionally work in noisy and crowded environments, with numerous interruptions.

**TERMS OF EMPLOYMENT:**

At will

**PERFORMANCE REVIEW:**

Performance effectiveness evaluated in accordance with Kansas Statutes and Board of Education Policy.

APPROVED: 07/21/2008