

**HOOD RIVER COUNTY SCHOOL DISTRICT
JOB DESCRIPTION**

Title: Computer Services Coordinator

Classification: Classified

Reports To: Director of Technology

Work Year 220 Days/Year

Purpose Statement/s:

The Computer Services Coordinator is responsible for the oversight and daily operations of the Helpdesk Support System and the coordination and scheduling of field support staff.

The Computer Service Coordinator supports district departments, schools, students and staff in the integration, use, and maintenance of their computer-based technology.

Job Requirements - Qualifications:

Education: High School Diploma with an Bachelors or Associate Degree in computer related field preferred.

Licenses, Certifications, Bonding, and/or Testing Required: A+ Certification preferred; Criminal Justice Fingerprint Clearance and Employer Drug and/or Alcohol Testing; Current Driver's License.

Experience Required: Prior job related experience paid or volunteer with school age children in an educational setting.

Knowledge Skills and Abilities Required:

- Advanced computer skills in troubleshooting, repair and upgrade. Experience in installing and supporting Windows/Linux/Macintosh operating systems in an enterprise environment.
- Abilities to understand and carry out oral and written instructions, maintain confidentiality of staff and student records, meet schedules and deadlines, read/interpret/apply rules, regulations, policies, rapidly learn methods and materials used in a variety of instructional situations.
- Possess an instructional level of knowledge of current Microsoft and Apple operating systems, compatible applications, and hosting hardware.
- Diagnostic and repair skills of both PC and Macintosh platforms.
- Ability to work with TCP/IP networking concepts.
- Working knowledge of use and configuration of email applications.
- Ability to be flexible and accommodating to changing situations and processes.
- Adhere to safety practices and work within time constraints; providing a high level of customer service at all times, projecting and maintaining a positive image on behalf of the District and those contacted in the course of work.
- Ability to handle multiple conflicting priorities, continuously prioritizing and reprioritizing projects and situations and to respond to unexpected changes.
- Ability to manage field service technicians by scheduling and staffing building work sites with appropriate level of support on a weekly and monthly basis.

Essential Job Functions:

- Coordinates helpdesk staff and services, taking phone requests and responding to service request tickets from users regarding questions or problems in the use of district technology.
- Analyzes support request tickets and surveys looking for trends and identifying recurring problems that might be prevented with training or technical solutions.
- Troubleshoots problems with district technology, either by phone or by taking remote control of the user desktop.
- Provides information to users on the operation of software applications as well as access privileges.
- Deploys and upgrades computers and peripherals as needed.
- Relocates and modifies computers and peripherals to different locations as needed.
- Repair, maintain, analyze and troubleshoot hardware/software systems.

- Assist in troubleshooting Internet and network connectivity.
- Maintain inventories of hardware, software and licenses as needed, along with completing necessary paperwork, records, and documentation.
- Designs and conducts user training sessions.

Physical Requirements:

- In an eight-hour day employee may:

a. Stand/Walk	<input type="checkbox"/> None	<input type="checkbox"/> 1-4 hrs	<input checked="" type="checkbox"/> 4-6 hrs	<input type="checkbox"/> 6-8 hrs
b. Sit	<input type="checkbox"/> None	<input type="checkbox"/> 1-3 hrs	<input type="checkbox"/> 3-5 hrs	<input checked="" type="checkbox"/> 5-8 hrs
c. Drive	<input type="checkbox"/> None	<input type="checkbox"/> 1-3 hrs	<input checked="" type="checkbox"/> 3-5 hrs	<input type="checkbox"/> 5-8 hrs
- Employee may use hands for repetitive:

<input checked="" type="checkbox"/> Single Grasping	<input checked="" type="checkbox"/> Pushing and Pulling	<input checked="" type="checkbox"/> Fine Manipulation
---	---	---
- Employee may use feet for repetitive movement as in operating foot controls:

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
---	-----------------------------
- Employee may need to:

a. Bend	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Not at all
b. Squat	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Not at all
c. Climb Stairs	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> Not at all
d. Lift	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Not at all
- Lifting:

<input type="checkbox"/> Sedentary Work:	Lifting 10 pounds occasionally with frequent sitting and occasional standing/walking.
<input type="checkbox"/> Light Work:	Lifting 20 pounds occasionally with occasional sitting and frequent standing/walking.
<input type="checkbox"/> Medium Work:	Lifting 50 occasionally, 25 pounds frequently with occasional sitting and frequent standing/walking.
<input checked="" type="checkbox"/> Medium Heavy Work:	Lifting 75 pounds occasionally, 35 pounds frequently with occasional sitting and frequent standing/walking.
<input type="checkbox"/> Heavy Work:	Lifting 100 pounds occasionally, 50 pounds frequently with occasional sitting and frequent standing/walking.

Mandatory Child Abuse Reporting

As mandatory reporter (ORS.419b.010) you are required to immediately report to Law Enforcement and or Department of Human Services, any instances of suspected child abuse.

I, _____ have read and received a copy of this job description, and understand that a copy of this job description will become part of my personnel file.

Employee Signature

Date