

**HOOD RIVER COUNTY SCHOOL DISTRICT
JOB DESCRIPTION**

Title: Computer Services Technician

Classification: Classified

Reports To: Director of Technology

Work Year 210 Days/Year

Purpose Statement/s:

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

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:

- Computer skills in trouble-shooting, repair and upgrade. Experience in installing and supporting Windows/Linux/Macintosh operating systems in an enterprise environment.
- Provides a high level of support to users of technology equipment in the school, including computers, projectors, cameras, and video equipment.
- 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.
- Be an excellent communicator and have the ability to lesson anxiety of staff or students having difficulty with technology.

Essential Job Functions:

- Work helpdesk support on regular basis, taking phone requests and responding to service request tickets from users regarding questions or problems in the use of district technology.
- Troubleshoots problems with district technology, either by phone or by taking remote control of the user desktop.
- Responds to inquiries, requests for assistance, and resolves problems related to the use of technology, refers unsolved problems to the Computer Service Coordinator.
- Provides information to users on the operation of software applications as well as access privileges.
- Assists in the monitoring of building and department computer licensure.
- 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:

Single Grasping Pushing and Pulling Fine Manipulation
- Employee may use feet for repetitive movement as in operating foot controls:

Yes 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:

Sedentary Work: Lifting 10 pounds occasionally with frequent sitting and occasional standing/walking.

Light Work: Lifting 20 pounds occasionally with occasional sitting and frequent standing/walking.

Medium Work: Lifting 50 occasionally, 25 pounds frequently with occasional sitting and frequent standing/walking.

Medium Heavy Work: Lifting 75 pounds occasionally, 35 pounds frequently with occasional sitting and frequent standing/walking.

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