

**Peninsula School District
Job Description**

DESKTOP SUPPORT TECHNICIAN:

LOCATION: TECHNICAL SUPPORT

JOB SUMMARY:

The Desktop Support Technician will work under the direction of the Director of Technical Support and the Network Administrator(s). Desktop Support Technicians will perform basic and advanced level repair of district technology equipment and related peripherals. Routine tasks will include troubleshooting, diagnosis, setup, installation of equipment, maintenance and repair of electronic equipment including computers, networking components and related peripherals.

DUTIES AND RESPONSIBILITIES:

1. Inspect, troubleshoot, clean, adjust and repair computer equipment.
2. Visit school sites to perform repair, provide installation of new equipment and wiring and a variety of related tasks at the discretion of the Network Administrator.
3. Work independently on computer repair/maintenance projects.
4. Follow all procedures for troubleshooting and repair of computer equipment.
5. Report any problems, additional needs for repair and maintenance to Network Administrator and Director of Technical Support.
6. Contact and inform building staff of presence and purpose in the building site.
7. Communicate with building principal regarding open work orders in building
8. Use electronic work order system to track and manage workload
9. Receive and document work utilizing work order database

REQUIRED SKILLS:

- Technical knowledge to perform computer troubleshooting
- Technical knowledge to perform repair on CPU's, printers, monitors, networks and related peripherals.
- Experience/knowledge with modern personal computer operating systems and software such as Windows and the MS Office suite
- Positive customer-oriented team member
- Experience/knowledge of Internet and local area networks
- Ability to perform basic computer maintenance
- Ability to evaluate the effectiveness of software programs
- Ability to learn new operations, set priorities and work effectively under pressure
- Ability to assist staff with computer operations and installation
- Ability to follow detailed directions and complete tasks
- Ability to work independently
- Ability to work well with others
- Ability to exercise sound judgment, including appropriate handling of confidential matters
- Ability to establish and maintain effective working relationships with staff and students
- Physical ability to handle and transport heavy or awkward equipment and materials

REPORTING RELATIONSHIP:

Reports to the Director of Technical Support

AFFILIATION: Exempt

FLSA: Covered

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent
- Completion of a community college, vocational school or industry sponsored technical training program OR a demonstrable level of skill through alternate sources of training
- A+ certification preferred.

LICENSES/SPECIAL REQUIREMENTS:

- Valid Washington State Driver's License and a good driving record
- Must be able to provide own transportation