



## **Asst 3 / Tech Support**

### **Purpose Statement**

The job of Asst 3 / Tech Support is done for the purpose/s of installing, upgrading and configuring workstations within the District; resolving software and hardware problems; developing and delivering job aides; setting passwords and security levels; and ensuring technology hardware inventory is accurate and up to date.

### **Essential Functions**

- Administers district policies regarding use of computers and data access (e.g. updating virus software, set passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.
- Installs hardware and software for the purpose of ensuring availability for use by District personnel and students.
- Interacts with the District network for the purpose of installing, configuring and troubleshooting workstations.
- Maintains end user device functionality for the purpose of ensuring functionality for all users.
- Maintains a variety of manual and electronic files and/or records (e.g. work order logs, network access forms, Inventory records, etc.) for the purpose of communicating with clients, documenting activities, providing reference and audit trails.
- Monitors the status of the District's area network for the purpose of ensuring availability of network files and peripheral devices.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
- Performs initial workstation computer and peripheral installation (e.g. installation, testing, configuring, assigning passwords, security clearances, imaging, etc.) for the purpose of meeting the computer processing needs of the users.
- Provides limited training and inservice in general computer use, software applications, and file server operations for the purpose of ensuring the efficient use of computers and/or software application.
- Researches software applications for the purpose of recommending standardized applications in accordance with the district's technology goals.
- Responds to requests for help, repairs, training, and/or upgrades through the online work order system for the purpose of providing information, scheduling appointments and/or referring to alternate resources.
- Responds to inquires from a variety of district personnel for the purpose of providing support, technical advice and operational assistance.
- Troubleshoots user issues with computer workstations and servers (e.g. questions about application software, connectivity issues, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for problem resolution.

## **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: SKILLS are required to satisfactorily perform the functions of the job include: teaching technical topics to non-technical audiences; adhering to safety practices; planning and managing projects; and gathering information to diagnose problems.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: KNOWLEDGE Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer operating and networking systems (e.g. Windows, Mac, IOS, etc.); computer hardware/network and troubleshooting techniques; network security; and office application software.

ABILITY is required to schedule activities and/or meetings; collate data; and use job-related equipment. Flexibility is required to work with others; work with data utilizing specific, defined processes; and operate equipment using standardized methods. Ability is also required to work with a diversity of individuals; work with similar types of data; and utilize job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is limited to moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: 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. Specific ability-based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating with persons with diverse technical knowledge and skills; providing clear instructions; and setting priorities.

### **Responsibility**

Responsibilities include: working under direct supervision using standardized procedures; providing information and/or advising others; 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.

### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 10% sitting, 45% walking, and 45% standing. The job is performed under minimal temperature variations.

**Experience:** Job related experience is required.

**Education:** High school diploma or equivalent.

**Equivalency:**

### **Required Testing**

### **Certificates and Licenses**

### **Continuing Educ. / Training**

### **Clearances**

### **FLSA Status**

Not Rated

### **Approval Date**

### **Salary Grade**

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