

NYE COUNTY SCHOOL DISTRICT – Human Resources Department

Desktop Support Technician

FLSA Status: NON-EXEMPT

Classification: Classified

Terms of Employment: 8 hours per day, 12 months

JOB GOAL: Under direction of the district Technology Supervisor, performs skilled maintenance work in the area of installation, troubleshooting, and repair of district computer hardware, software, and network related problems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented with other duties as assigned by the Supervisor which does not conflict with the Master Agreement between NCSO and NCSO.

1. Provide first level of technical support including installing, configuring and troubleshooting computers and other classroom technology in a networked environment.
2. Set up and maintain technology equipment such as printers, interactive whiteboards, projectors, document cameras and enhanced audio systems; demonstrate use of hardware and software; install software as needed.
3. Install, configure and upgrade computer hardware, peripherals and software as directed by the Technology Supervisor; suggest software and equipment upgrades or replacement when necessary.
4. Respond to requests for problem solving related to technology equipment and systems; provide initial estimates and plan for own work assignment while providing superior customer service.
5. Inform Technology Supervisor of technology related problems and issues that arise within the District; communicate and refer all administrative matters to the Technology Supervisor.
6. Plan, coordinate and work with administrators, teachers and other staff, as well as supervisor and co-workers in a professional and helpful manner.
7. Provide one-on-one staff development for new users on the use of installed software, e-mail, access to the network server, and the performance of routine tasks upon request. Assist in training a cadre of school staff to enable more problems to be remedied on site.
8. Works closely with building administration to relocate technology equipment to meet current building needs.
9. Maintain accurate documentation of technical issue requests through the District's ticketing application including solutions attempted, time required, and ultimate resolution; maintain up-to-date accurate technology related inventory records.
10. Perform all other related duties as assigned by Technology Supervisor.

POSITION EXPECTATIONS

Knowledge, Skills and Abilities:

1. Working knowledge of Windows, iOS, Chrome and other operating systems used within the District.
2. Working knowledge of basic computer hardware, peripherals, networking concepts and devices.
3. Excellent customer service, verbal and written communication skills.
4. Effective organizational and follow through skills.
5. Ability to rapidly grasp the essential elements of unfamiliar software and hardware.
6. Ability to maintain current system knowledge and improve technical skills as needed.
7. Ability to manage multiple tasks simultaneously and work independently with minimal supervision.
8. Ability to establish and maintain effective working relations with the District and school staff.
9. Ability to work in stressful situations with distraught people.
10. Ability to maintain punctuality and meet attendance expectations.
11. Familiar with and assists with the implementation of all District policies and administrative regulations as related to specific assignment.
12. Recognizes and reports hazards, conforms to safety standards as prescribed.
13. Recognizes and notifies administrators of unauthorized persons on campus, and/or of issues that require immediate attention.
14. Familiar with District site emergency/crisis response procedures, plans and drills (e.g. fire drills, bomb threats, lock-downs, etc.)

POSITION REQUIREMENTS

Education, Training, and Experience:

- 1. High School Diploma or equivalent
- 2. Two (2) years directly related experience in use of computers, peripherals, and software

Licenses and Certifications:

- 1. Valid Nevada driver license
- 2. A+ Certification or any industry recognized certification is preferred

Screening and Compliance:

- 1. Ability to pass State and Federal criminal background check
- 2. Compliance with NCS D Drug and Alcohol Testing Policy

WORK ENVIRONMENT:

Strength: Occasionally required to lift or carry equipment up to 50 lbs.

Physical Demands: Frequent sitting, standing, walking, pushing, pulling, carrying, stooping, reaching, handling and repetitive fine motor activities. Hearing and speech to communicate in person or over the telephone. Stamina to remain seated and maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity. Vision to read printed materials, a VDT screen or other monitoring devices.

Environmental Conditions: Climate controlled office setting, outside weather conditions traveling to and from District facilities, and exposure to low/moderate noise intensity levels.

Hazards: Furniture, office equipment, communicable diseases, chemicals and fumes, and potential electrical hazards during installation procedures.

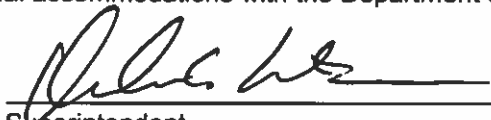
Working Conditions: Office or suitable workspace with computer and office equipment necessary to carry out functions of position.

Equal Opportunity Employer

Nye County School District is an Equal Opportunity Employer. Nye County School District does not sanction or tolerate discrimination in any form on the basis of race, color, religion, age, gender, pregnancy, sexual orientation, national origin, ancestry, disability, veteran status, domestic partnership, genetic information, gender identity or expression, political affiliation, or membership in the Nevada National Guard.

Americans with Disabilities Act

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Candidates are encouraged to discuss potential accommodations with the Department of Human Resources.

Approved by: 
Superintendent

3-22-17
Date

Acknowledgment

I have read and understand the requirements of my job.

Employee Name: _____

Employee Signature: _____

Date: _____

Administrator/Human Resources Name: _____

Administrator/Human Resources Signature: _____

Date: _____