

SUPPLEMENT PERFORMANCE RESPONSIBILITIES

TITLE: School Site Technical Support

QUALIFICATIONS:

- Required: High School Diploma or GED
- Recommended: Two (2) years of college from an approved accredited education institution with course work in computer applications.
Two (2) years successful experience in computer operations.
An equivalent combination of training and experience.

REPORTS TO: Work-Site Supervisor

SUPERVISES: Not Applicable

JOB GOAL: To provide safe and effective support for the school computers, peripheral equipment, and associated network.

PERFORMANCE RESPONSIBILITIES:

- Comprehend and follow complex instructions.
- Establish and maintain effective working relationships with district/school staff, administrators and outside agencies.
- Do intricate multi-tasking in a fast paced environment. Follow complex commands, procedures, and standards. Communicate effectively both orally and in writing.
- Setup, configure, troubleshoot and provide support for administrative/instructional desktop and laptop computers, peripheral equipment and software within established standards and district guidelines.
- Receive and maintain inventory of administrative/instructional desktop and laptop computers, peripheral equipment and software.
- Provide user support and orient teachers and staff on the use of hardware and software.
- Attach workstations and other devices to network, test connectivity through the use of software and other tools.
- Create and update district trouble tickets appropriately. Work with Help Desk staff as appropriate to identify and resolve problems received from teachers and staff.
- Adhere to applicable safety standards.
- Attend all staff meetings and workshops.
- Assist with maintaining a clean and orderly environment.
- Be knowledgeable of and adhere to Board policies and departmental procedures.

EVALUATION: Principal

TERMS OF EMPLOYMENT: Annual

Approved by: _____
(Principal)

Date: _____

Reviewed and agreed to by: _____
(PRINT – Employee’s Name)

Date: _____

Reviewed and agreed to by: _____
(Employee’s Signature)

Emp. ID #: _____

**IRS REGULATIONS REQUIRE A WITHHOLDING RATE OF 28%
ON ALL SUPPLEMENTAL PAY AS OF JANUARY 1, 1994.**

Form Number: PER 213.001

New Date: 5/19/14