

## School District of Altoona

TITLE: Computer/Network Support Technician

JOB ANALYSIS: The Computer/Network Support Technician provides service and support to students and district employees in the technological areas of computers, telecommunications, networking, as well as educational and administrative software support. This year-round (12-month) position has frequent contact with staff, students and external support vendors.

REPORTS TO: Technology Coordinator

### DUTIES AND RESPONSIBILITIES

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive.

- Set-up, install and maintain computer systems
- Install system hardware upgrades
- Set-up, install and maintain printers, computer peripherals, and related software
- Install and troubleshoot computer software and ensure software licensing complies with license requirements
- Set-up, install and maintain audio and video systems VHS/DVD players and video projectors
- Perform repair of computer hardware, printers and peripherals, including acquisition of parts and maintaining related records
- Provide end-user support; prioritize and respond to work order requests and maintains related records
- Provide basic training on the care and operation of computers and network systems
- Coordinate the repair of computer equipment including annual cleaning and preventative maintenance
- Assist in planning, development and installation of district technology-related systems
- Maintain and check data backup systems
- Assist with district web page maintenance and staff training as needed
- Administration of user, computer and email accounts for the district
- Other duties as may be assigned by the administration

### QUALIFICATIONS:

- Associate degree or higher in Networking or Computer Technologies preferred. Experience in a school setting is preferred but not required
- Strong knowledge of Windows XP, Windows 7 and Mac OSX, and appropriate application software in a network environment
- Experience working with a Windows Server 2008 Domain and Active Directory
- Ability to monitor, diagnose, troubleshoot and repair software/hardware issues and complete the necessary follow-up steps in an educational environment
- Create software images and packages
- Experience with Cisco switching and wireless protocols is preferred
- Must have and maintain a valid driver's license

**PERSONAL ATTRIBUTES REQUIRED:**

- Must be organized and able to work with detailed records
- Must be able to communicate verbally and in writing and follow written and verbal instructions
- Must demonstrate the ability to establish and maintain positive working relationships with other maintenance/custodial employees, district staff and vendors/suppliers/employees
- Must understand the need for teamwork, timeliness and safety
- Must be able to maintain self-control without exhibiting negative behaviors
- Must be able to interact with others to accomplish tasks in a positive and productive manner
- Must be flexible and able to respond to changing priorities, new job assignments and interruptions

**ESSENTIAL PHYSICAL/ MENTAL REQUIREMENTS:**

- Must be able to stand, walk, climb, crawl or sit for prolonged periods with or without back support
- Must be able to perform heavy physical work, frequently lifting or moving more than 50 pounds
- Must be able to communicate effectively to ask or respond to questions, provide information and assistance
- Must be able to move throughout the buildings and grounds areas with time spent working indoors and outdoors in varying weather and temperature conditions
- Must be able to reach in all directions, bend/stoop/climb and be able to work in confined areas while maintaining awkward body posture
- Must have dexterity and hand/eye coordination necessary to operate tools, equipment, computers and computer related equipment
- Hearing activity requires the ability to participate in numerous conversations throughout the day in an environment which may be noisy
- Must have the ability to maintain concentration and focus on tasks
- Must be able to follow safety practices at all times

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are primary to the performance of this job, and other job duties include those that are considered secondary to the overall purpose of this job.

All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ADOPTED: 05/20/13