



The School Board of Polk County

<http://www.polk-fl.net>

Job Description

Position Title: Computer Support Technician

FLSA Status: Non-Exempt

Salary Grade, if non-union:

Pay Grade, if union: AFSCME Cust/Maint/Veh Svcs

Non-Union or Specific Collective Bargaining Agreement: AFSCME Maintenance Union

Our Mission:

The mission of Polk County Public Schools is to provide a high quality education for all students.

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The duties are intended to describe the nature and level of work being performed by the employee assigned to the position. This job description is not meant to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. Other duties may be assigned which are not listed. Additionally, when duties and responsibilities of this job change, this job description will be reviewed and updated, subject to changes and business necessity.

Custom Job Purpose:

This position exists to perform responsible, technical, and professional work in the installation, troubleshooting, repair and maintenance of computers and peripheral equipment. Performs all related software installations, technical assistance, support and training for electronic equipment and microcomputer systems.

Essential Functions of this Job

Troubleshoots and installs computer hardware, software and related network equipment and solves any problems associated with such installations. Interacts with users to support the use of current and future applications. Works to isolate and correct errors in the operation of systems. Coordinates with Data Processing and Information Services in the tracking and resolution of problems. Performs follow-up communications to assure problems have been resolved. Maintains a high degree of electronic technical expertise for efficiency and consulting purposes.

Provides the ongoing technical and training assistance necessary to maintain the skill and competencies of school site staff. Advises and instructs school and district staff on appropriate uses, operations, and care of technology hardware and software. Assists in providing classroom training for staff. Assists in development of help desk data bank of common problems and solutions. Fulfills reporting requirements.

Maintains support database files and prepares reports and statistics. Provides technical information and answers to detailed inquiries on support issues.

Non-Essential Functions of this Job

Position Title: Computer Support Technician

Performs other duties as assigned.

Knowledge, Skills and Abilities:

Capable of performing tasks and troubleshooting techniques which indicate a fluent level of theory knowledge of electronics. Demonstrated knowledge of the school system, school technology applications and procedures, or related experience. Knowledge and skill in the operation of technology equipment. Demonstrated ability to diagnose problems in a complex internetwork. Demonstrates effectiveness in organizational and interpersonal skills. Ability to understand and follow complex oral and written instructions. Ability to clearly communicate complex technical information to those without a technical background. Demonstrated ability to meet schedules, and to solve operating problems. Demonstrated ability and willingness to learn new procedures, instructions, and systems. Must possess a valid Florida Driver's License.

Education, Experience and/or Certification/License Requirements

Graduation from high school or completion of GED, supplemented by completion of a two year Vocational/Technical computer related hardware/software program, or comparable training. Minimum two years related repair experience on computers, copiers or audio visual equipment, as applicable. A+, Net+ experience preferred.

Work Context:

Requires standing, walking and moving about to coordinate work. Requires face-to-face discussions and contact with individuals and/or teams. Requires coordination of work tasks to establish priorities, set goals and meet deadlines. Requires work with both internal and external contacts, and with the public. Requires the use of alternative communication systems such as electronic mail, telephones and computers. Requires travel to school locations and work sites within the district.

Physical Environment:

Requires working both indoors and outdoors. Requires sitting, walking, standing, stooping, bending, and the ability to lift, carry, move and/or position objects frequently weighing up to 50 pounds and infrequently between 50 and 100 pounds, with assistance as needed.

Local Code: 1923
EEO5: 50
Approval Date: 1995-11-14
Date Last Revised: 2013-08-26

The School Board of Polk County, Florida, prohibits any and all forms of discrimination and harassment based on race, color, sex, religion, national origin, marital status, age, homelessness, or disability or other basis prohibited by law in any of its programs, services, activities or employment.