

Job Description

Job Title: **Technical Support Analyst**
 Job Family: **IT**
 Pay Program: **Classified**
 Prepared/Revised Date: **June 1, 2009**

Job Code: **081118**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 26**
 Typical Work Year: **12 months**

SUMMARY: Perform computer and peripheral repair and support tasks. Tasks include testing, imaging, maintenance, and troubleshooting.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Does technical maintenance, repairs, troubleshooting and support of District PCs and peripherals.	Daily	85
2. Provides training for student interns and end users.	Daily	10
3. Perform other job-related duties as assigned.	Ongoing	5
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma or equivalent.
- Minimum of two (2) years experience in desktop technical support.
- Courses in A Plus or Cisco comparable courses.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- On Personal Computers (PC):
 - Knowledge of and ability to replace all parts within a PC System including the motherboard, P.S., RAM, Video, etc
 - Knowledge of and ability to setup PC, printer and peripheral drivers
 - Knowledge of and ability to Image labs using PXE boot and LanDesk / Imaging software
 - Knowledge of and ability to install Anti-Virus software and security updates.
 - Knowledge to install most standalone software products.
 - Basic Knowledge of Networking (LAN).
 - Knowledge of and ability to cable network switches, and test and diagram LANs.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to promote and follow Board of Education policies, Superintendent policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	IT Network and Computer Services Manager	090531

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze		X		
Communicate		X		
Copy		X		
Coordinate		X		
Instruct		X		
Compute			X	
Synthesize		X		
Evaluate		X		
Interpersonal Skills		X		
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	