

Durham Public Schools Job Description

Information Technology Workstation I Technician

JOB TITLE: Workstation I Technician

REPORTS TO: Assistant Director of Information Technology

SALARY: Based on State and Local Salary Schedules

STATUS: Permanent, 12 months, Classified, Non-Exempt

SUMMARY: The Workstation Technician I is responsible for front-line interface to users, accepting trouble reports including such activities as: handling system installation and configuration, printer systems, fundamentals of security, installing third-party software and documentation of hardware/software logs and operating procedures. The Workstation Tech I will primarily provide this support over the phone.

RESPONSIBILITIES & DUTIES:

1. Basic knowledge of electronic principles and fundamentals of physics as applied in electronics.
2. General knowledge of computers and related technology devices.
3. General knowledge of electronics devices.
4. Familiarity with the operation and uses of standard test equipment.
5. Ability to systematically troubleshoot standard electronics devices.
6. Ability to communicate effectively with users.
7. The individual will support and maintain both administrative and instructional computers, software, and networks. This work includes repair of all technology-related equipment. Employee provides on-site assistance in classrooms, media centers, computer labs, and administrative offices.
8. Employee identifies problems and takes appropriate corrective action. Employee installs and upgrades all technology-related equipment in network and stand-alone environments. Typically, this employee will provide first response support from the system level for the maintenance and operation of computers, software, and networks at the building level. Employee may have multiple sites to maintain.

MINIMUM EDUCATION, EXPERIENCE AND REQUIREMENTS:

High school diploma or general education degree (GED) required;
Associates degree or higher in a Computer / Information Systems Major or;
0-3 Years of equivalent experience in the computing / information technology field, or equivalent industry standard certifications Comptia A+ and/or Comptia Network +, preferred;
excellent customer service skills. Strong computer skills and high attention to detail and accuracy as well as the ability to organize and prioritize tasks.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to respond to helpdesk telephone calls, email requests.
2. Understanding of Windows 95, 98, 2000, XP, Vista, 7 Desktop Operating Systems as well as MACos, iOS, and android.
3. Understanding of Windows 2000 / 2003 Server Operating Systems.
4. Ability to remotely diagnose and resolve basic software problems.

5. Ability to prioritize cases and assign workstation resources to resolve as appropriate.
6. Track location of workstation team members, including the cases being resolved.
7. Ability to perform hardware diagnosis and repair.
8. Ability to apply an image and install a desktop computer.
9. Ability to install and configure both desktop and network printers.
10. Ability to read and interpret technical documents such as safety rules, operating and maintenance instructions, procedure manuals, technical instructions and repair manuals. Ability to write routine reports and correspondence. Ability to communicate well with all levels within the organization.
11. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands and fingers to repair equipment, or feel and reach with hands and arms. The employee is regularly required to stand, walk, kneel, crawl and use a ladder to reach equipment. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.
12. Must maintain a valid North Carolina driver's license.

PHYSICAL REQUIREMENTS:

Must be able to exert up to 50 pounds of force occasionally and/or a negligible amount of force to move objects constantly; work considered light work. Light work requires walking or standing to a significant degree.

DISCLAIMER:

The statements of the job description are intended to describe the general nature and level of work performed by an employee in this category. The description does not contain an exhaustive list of all responsibilities, duties, skills and other requirements necessary of employees to perform in this position.

Signature

Date