



SCHOOL DISTRICT U-46
JOB DESCRIPTION
INFORMATION SERVICES DEPARTMENT
IS – LEVEL 1 SUPPORT

JOB DESCRIPTION REVISION DATE: 6/23/2010

POSITION TITLE: IS – Level 1 Support

DEPARTMENT: Information Services

REPORTS TO: Technical Support Services Manager

SUPERVISES: None

POSITION GOAL:

As a member of the information services department, the computer technician responds to requests for technical support over the phone and in person. Technicians will interact directly with faculty, staff, students, and members of the public to ensure that high service levels are met and technical problems are resolved. Requests will be tracked to establish and maintain department standards and procedures according to information services management.

ESSENTIAL FUNCTIONS:

1. Create, resolve, escalate, close help desk tickets using the help desk management system.
2. Document resolutions for future reference using KCS (Knowledge Center Solution) methodology.
3. Maintain, analyze, troubleshoot, and repair PCs, peripherals, and printers.
4. Install, upgrade, and trouble-shoot Windows OS's and other applications.
5. Provide training to end users relating to information technology.
6. Provide, maintain, and troubleshoot network connectivity as assigned.
7. Perform routine tasks to maintain computer equipment and peripherals.
8. Perform compiling and archiving of data as assigned.
9. Perform other special projects as directed.
10. Provide computer orientation to new district staff.
11. Other duties as assigned by information services department management.

KNOWLEDGE AND CRITICAL SKILLS:

1. Minimum one year hands-on experience supporting customers who use PCs and local area networks.
2. Good understanding of TCP/IP and networking tools.
3. Demonstrate knowledge of Windows operating systems.
4. Strong customer service focus.
5. Must have the ability to maintain a positive and constructive attitude and to work effectively in a dynamic work environment.
6. Must have the ability to maintain strict confidentiality of all confidential matters.
7. Must be able to maintain and adhere to all access and security restrictions.
8. Must be able to interface with all levels of management in a professional manner.
9. Ability to learn and support new applications. Work with staff requires interpersonal skills.
10. Must be able to perform duties independently.



SCHOOL DISTRICT U-46
JOB DESCRIPTION
INFORMATION SERVICES DEPARTMENT
IS – LEVEL 1 SUPPORT

11. Ability to multitask and perform under pressure/strong problem solving skills.
12. Excellent interpersonal and team player skills.
13. Organized, highly motivated, and able to prioritize and multi-task.

EXPERIENCE:

1. Three years of computer support experience preferred.
2. Good understanding of TCP/IP and networking tools.
3. Knowledge of Windows operating systems.

Comments: The knowledge, critical skills, and experience listed above are typical for this position; however, any equivalent combination of education, training, and/or experience, may be acceptable.

ENVIRONMENTAL CONDITIONS:

1. Indoors in a busy environment.
2. Frequently work at a fast pace with unscheduled interruptions.
3. In-district travel will be required.
4. May be required to work in communication rooms.
5. Public contact requiring appropriate business-like apparel.

PHYSICAL DEMANDS:

1. Ability to work in a very fast paced and stressful environment.
2. Ability to work on a computer over a major portion of the work day.
3. Ability to lift heavy items.
4. Ability to work in tight areas.

ADA:

The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

This job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

TERMS OF EMPLOYMENT:

This is a 9-month position. Salary and benefits are as established by the Board of Education.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of support service personnel.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____



SCHOOL DISTRICT U-46
JOB DESCRIPTION
INFORMATION SERVICES DEPARTMENT
IS – LEVEL 1 SUPPORT
