GALENA CITY SCHOOL DISTRICT

Position: Certified Computer Technician II   **Location:** TBD

Reports to: Technical Support Manager   **Classification:** Classified

Work year: 260 days   **Salary:** Range 20

SUMMARY OR PURPOSE:

Provide technical support to district employees and families serviced by Galena City School District to include Sydney C Huntington PK-12, Galena Interior Learning Academy, IDEA Statewide K-12 Homeschool, and IGRAD Statewide High School programs.

QUALIFICATION REQUIREMENTS:

- Computer Science Degree, Vocational Training Diploma in Information Technology, and/or 3+ years experience in LAN/WAN Environment.
- Certification Required:
    - DELL
    - A+ CompTIA
- Practical knowledge of hardware and software applications, network protocols, and experience in troubleshooting and repair of computers.
- Relevant experience in a customer-focused position involving technical knowledge of an organization's product and services.
- Ability to provide training in a large or small group setting.
- Strong written, verbal, and interpersonal skills required.

PERFORMANCE RESPONSIBILITIES:

To perform this job successfully, and individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provide technical support and assistance to employees and families served by Galena City School District. Troubleshoot network problems and individual hardware or software issues.
2. Assist with the install and set up of applications, software, and repair for DELL hardware.
3. Assist with the install and set up of LAN/WAN hardware as directed by the Technical Support Manager and/or Systems Administrator.
4. Assist in the management of network user access and services.
5. Provide staff training in a large or small group setting for updates to local area network, software applications, and process improvements.
6. Willingness to travel to remote locations as determined by district need.
7. Create and maintain a knowledge base with accurate, detailed information.
8. Maintain up-to-date support records and asset inventory in the helpdesk ticketing system.
9. Maintain and up-to-date knowledge of operating systems, hardware and applications.
10. Communicate problems and solutions to the technology department staff.
11. Prioritize tasks with or without assistance of Technical Support Manager and/or Site Administrator.
12. Actively participate in the technology department adopted cross-training structure.
13. Adhere to all GCSD policies and procedures.
14. Perform other duties as assigned.

PHYSICAL REQUIREMENTS:

The physical demands described here 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.

While performing the duties of this job the employee is regularly required to sit; stand; walk; use hands to finger, handle, or feel objects, tools controls; and reach with hands and arms. The employee is occasionally required to climb or balance.

The employee must regularly lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability focus.

ENVIRONMENTAL CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is occasionally required to travel to other cities around the state. The employee must be willing and able to fly in small and large commuter planes.

The noise level in the work environment is usually low to moderate.

EVALUATION: Performance of this job will be evaluated in accordance with provisions of the Board's policy on Evaluation of Personnel.

Approved by: _____   Date:_____

Reviewed and agreed to by: _____   Date: _____

GALENA CITY SCHOOL DISTRICT
Evaluation Form
Certified Computer Technician II

Name:_____ **Date:**_____

It is the belied of the Galena City School District that evaluation can be an effective tool to improvement of performance. It is the goal of this evaluation to effect change in the direction of continually increasing professional excellence.

Comments may be written at the end for any or all indicators:

E=Exemplary   S=Satisfactory   N=Needs Improvement

PURPOSE & PERFORMANCE	E	S	N
Provide technical support and assistance to employees and families served by GCSD.			
Assist with the install and set up of applications, software, and repair of DELL hardware.			
Assist with the install and set up of LAN/WAN hardware as directed by Tech Support Manager and/or Site Administrator.			
Assist in the management of network user access and services.			
Provide staff training for updates to local area network, software applications, and process improvements.			
Create and maintain a knowledge base with accurate, detailed information.			
Maintain up-to-date support records and asset inventory in helpdesk ticketing system.			
Communicate problems and solutions to the technology department staff.			
Prioritize tasks with or without assistance.			
Actively participate in the technology department cross-training structure.			
Adhere to all GCSD policies and procedures.			

COMMUNICATION & CULTURE	E	S	N
Shares resources and knowledge with teammates to enhance performance.			
Participates in team meetings and contributes ideas.			
Fosters a culture of collaboration and supports team goals.			
Treats others with kindness, compassion, and empathy.			
Responds promptly and courteously to calls, emails, and chat threads.			

Computer Technician's Comments:

_____

The signatures below indicate that the Certified Computer Technician and evaluator have discussed this report and have received a copy. It does not necessarily indicate agreement with this report.

Evaluator's Signature:_____ Date:_____

Computer Technician's Signature:_____ Date:_____