

**LANE EDUCATION SERVICE DISTRICT
JOB DESCRIPTION**

POSITION TITLE: Desktop Support Technician

DEPARTMENT: Technology Services

REPORTS TO: Director, Technology Services

SALARY PLACEMENT: Range F

CLASSIFICATION: Non Exempt

DATE OF LAST REVIEW: 12/15/20

1. POSITION PURPOSE:

The position provides entry level desktop support for ESD equipment students or families as assigned in ESD or district programs as assigned. This position is responsible for set up of computers and related equipment, inventory, and end user support.

2. PRIMARY DUTIES AND ACCOUNTABILITIES:

The primary duties and accountabilities for the position include:

- A. Complete set up and installation of computers, printers, and related equipment, including software installation, configuration, and upgrades.
- B. Create user technology accounts, assign permissions, and assist new users with initial log-in to accounts.
- C. Serve as first contact for staff technology related issues.
 - 1. Monitor technology work orders.
 - 2. Troubleshoot, diagnose, and resolve technical hardware and/or software issues.
 - 3. Following up with end-users to ensure full resolution of issues.
- D. Assist in maintaining computer systems and act as back up support if system goes down.
- E. Serve as primary contact for parent technology related issues.
 - 1. Make contact with resident district if needed to assist with resolution of issues using district assigned technology.
 - 2. Provide direction or demonstration of strategies to resolve issues.
- F. Maintain inventory of all equipment, software, and license users as assigned.
- G. Support co-workers in maintaining department-wide knowledge and skills in troubleshooting and diagnosing technology problems.
- H. Assist in writing, editing, and revising training manuals for new and updated software and hardware as assigned.
- I. Gather information and make recommendations on products or services to address end user needs.

3. KNOWLEDGE/SKILL/TRAINING:

A high school diploma and more than two years of advanced training/experience applicable to the position is required. Competence in the configuration, operation, and maintenance of Windows and Apple hardware and operating systems and mobile devices. Technical certifications (A+, Network+, Security +) or an Associates degree in computer science is preferred.

Demonstrated skill in providing excellent customer service. Demonstrated ability to manage multiple projects and priorities.
Ability to fluently speak, read, and write both English and Spanish is preferred.
Experience with families from diverse backgrounds including socio-economic status, race, ethnicity and language is preferred. A valid Oregon driver's license or ability to obtain one by date of hire is required. Complete job learning time may range beyond six months.

4. AUTHORITY:

The position has independent responsibilities yet must function as a member of a team. The incumbent often encounters complex, non-standard problems that require analysis of a variety of data in order to arrive at a solution. The incumbent must also then coordinate the solution with all parties. General supervision is available on request, however, the incumbent is expected to solve their own problems as a rule.

5. FISCAL RESPONSIBILITY:

The incumbent is responsible for set up and maintenance of end user computer technology and related equipment. Errors could result in time loss or damage that could result in moderate financial impact on programs or services.

6. PLANNING:

Both short and long range planning are required of the incumbent. Prioritizing daily activities to meet the service demands of the ESD requires short range planning. Long range planning is related to the planning for deployment of new equipment or upgrades, maintaining manuals, and managing cyclical timelines, and assisting in departmental project planning. Short range planning is related to responding to technology help requests and managing day-to-day tasks.

7. JOB-RELATED DECISION-MAKING:

Decision-making is primarily related to prioritization of work to meet the concurrent demands of multiple end users, identification and selection of solutions, and follow up with end users to ensure the problem is resolved. The incumbent must be able to discern when to forward unresolved issues to the next level of support personnel. The incumbent is expected to support department improvements by contributing feedback on processes and sharing knowledge of new technology.

8. INTERPERSONAL CONTACTS AND RELATIONSHIPS:

The incumbent has routine contact with ESD staff and vendors; with periodic contact with parents. The incumbent serves as the first point of contact for staff and parents. The troubleshooting aspect of contact typically involves receiving information regarding a problem and then communicating a solution in a manner that is understandable to the end user. The incumbent must maintain a global viewpoint, an awareness of the non-technical aspects of a variety of ESD services, and excellent communications skills.

9. PHYSICAL DEMANDS:

Generally the incumbent is seated, standing, or walking at will requiring minimal physical exertion. Occasionally the incumbent must lift up to 50 pounds, climb, crawl, stoop, or otherwise work in an awkward position when installing or inspecting

equipment, cable, wire, etc.

10. WORKING CONDITIONS:

The incumbent generally works in an indoor work environment performing clean, non-hazardous work. The operation of computer hardware in the work environment presents some exposure to noise above what is typically experienced in an office. The incumbent may occasionally experience emotional confrontations from clients who are frustrated with a technical problem.

The incumbent may travel periodically when providing support to classroom staff or families. The incumbent must be available to work a flexible schedule to meet the needs of families.

11. EXPECTATIONS:

- A. Effectively engage with individuals in a culturally appropriate and responsive manner.
- B. Demonstrate professionalism and appropriate judgment in behavior, speech, and dress in a neat, clean, and appropriate professional manner for the assignment and work setting.
- C. Utilize appropriate equipment and software as established for agency use as well as other equipment and software appropriate to the assignment.
- D. Maintain regular and punctual attendance.
- E. Confer regularly with immediate supervisor.
- F. Follow all District work procedures and reasonable requests by proper authority.
Perform program responsibilities in accordance with statutes, administrative rules, policies, and collective bargaining agreements

12. EVALUATION:

Performance will be evaluated in accordance with the provisions of Board policy and the evaluation program adopted for the position.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.