



## Job Description

### Montgomery Independent School District

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**POSITION:** Desktop Support Technician

**Location:** Technology Department

**Calendar Days:** 226 days

**Exemption Status/Test:** Non-Exempt/Computer

**Reports to:** Director of Technology

**Date Revised:** April 15, 2024

#### Primary Purpose:

Provide assistance for all district staff and students to address and resolve problems relating to technology services. Responsible for technology support, problem evaluation, and management of technology related needs for campuses and support locations. Oversee repairs and upkeep of technology related equipment such as computers, peripherals, interactive devices, printers, projectors and A/V accessories. Contribute to team efforts towards special projects.

#### Qualifications:

##### Education

High school diploma or GED

Associates Degree in Computer Science Preferred or 60 hours of college coursework

CompTIA A+ or HDI Certification Highly Preferred

##### Experience

One year work experience installing, maintaining, and repairing computers and peripherals.

#### Special Knowledge/Skills

- Broad knowledge of computer hardware, basic networking and software applications
- Must have strong problem solving skills with the ability to quickly and accurately troubleshoot issues of all types including desktop hardware, desktop applications, and network applications.
- Knowledge of various operating systems (Windows, macOS, iOS, & Chrome OS) Knowledge of district software applications
- Ability to detect and resolve technical or technology-related problems Excellent organizational, communication, and interpersonal skills
- Ability to communicate with large and small groups.
- Ability to work independently and meet deadlines with little to no direction.
- Able to demonstrate experience working with end-user technical support in a responsive, helpful, courteous, and tactful manner leading to a timely and appropriate problem resolution or escalation.
- Must have reliable transportation to travel between facilities daily (mileage reimbursement program).
- Must have the ability to meet the physical demands of this position which includes but not limited to long periods of standing, climbing, bending, kneeling, and squatting.
- Must have the ability to physically lift 50lbs of varying size technology equipment repeatedly throughout the day.
- Must demonstrate a willingness to continue growing your technical skill set.
- Will perform other duties as assigned.

#### Major Responsibilities and Duties:

##### Installation

1. Install and upgrade computers and peripherals throughout the district.
2. Install network cabling, hardware and network peripherals throughout the district.
3. Relocate computer hardware, peripherals, and equipment as needed.
4. Install and configure software as needed.
5. Assist with the installation, maintenance, troubleshooting, and repair of data communications circuits and equipment.



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#### Equipment Repair and Maintenance

6. Diagnose and repair equipment, including printers, terminals, and personal computers.
7. Service equipment according to established preventive maintenance schedule.
8. Maintain accurate updated records of preventive maintenance.
9. Maintain accurate records of time and materials required to perform repairs and service.

#### Safety

10. Operate tools and equipment according to prescribed safety procedures.
11. Follow established safety procedures and techniques to perform job duties, including lifting, climbing and carrying.
12. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.

#### Other

13. Respond to after-hours emergencies as needed.

#### Supervisory Responsibilities:

None.

#### Equipment Used:

Hand tools and test instruments for electronic repairs and cable installations. Personal computers and peripherals, including modems and printers.

#### Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Climbing, stooping, bending, and kneeling; frequent use of small hand tools and electronic test equipment; frequent district wide travel. Occasional prolonged and irregular hours. May be required to be on-call 24 hours a day.

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Name: \_\_\_\_\_

ID #: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_