Desktop Support Technician Warren ISD

Job Title: Desktop Support Technician   **Exemption Status/Test:** Nonexempt

Reports to: Network Administrator   **Date Revised:** 11/4/2025

Dept./School: Information Technology   Days Worked: 207

Primary Purpose:

Provide a single point of contact for all district staff to resolve problems relating to computer- and communications-related services. Responsible for phone support, technology issue evaluation, and distribution of technology-related work orders.

Qualifications:

Education/Certification:
High school diploma or GED

Special Knowledge/Skills:
Broad knowledge of computer hardware and software applications
Knowledge of various operating systems (UNIX, DOS, Windows, Macintosh)
Knowledge of software used to develop spreadsheets, databases, and do word processing
Ability to detect and resolve technical or technology-related problems
Excellent organizational, communication, and interpersonal skills

Experience:
2 years of work experience in technical support position

Major Responsibilities and Duties:

Telephone Support

1. Receive phone calls and work cooperatively to assist end-users to resolve problems and use software and hardware. Communicate with software and hardware vendors to resolve end-user problems.

2. Communicate with programmer/analyst to detect and resolve end-user problems with internally developed applications and database management.

Technical Support

3. Process technology-related work orders and assign priority to work orders. Evaluate and recommend technology-related repairs and costs. Arrange for contract repairs for work that cannot be performed by district staff.

4. Analyze and identify trends in issue reporting and devise preventative solutions.

Records and Reports

5.   Maintain phone log records and use data to identify areas for improvement including training and maintenance support.

6.   Track all software materials and licenses, performing routine inventories and filing.

7.   Compile, maintain, and file reports, records, and other documents as required.

Web Administration

8.   Design and maintain district website and intranet using tools such as Java, Javascript, Python, C, C#, C++, Objective-C, Ruby, Perl, PHP, HTML, ASP.NET or other web-based technologies.

9.   Consult with management to evaluate and implement tools and methods to deploy district information on the Internet and intranet.

10.   Create and analyze reports on web activity, number of hits, traffic patterns, and similar performance metrics

11.   Recommend network, server, and related equipment, and software upgrades and improvements.

12.   Maintain and administer all legal domains owned by the district.

13.   Assist in the development, documentation, and communication of acceptable use of electronic communications policy, regulations, and standards.

14.   May train staff in the use of the Internet, intranet, or related technology

Other

15.   Comply with policies established by federal and state law, State Board of Education rule, and local board policy.

16.   Follow district safety protocols and emergency procedures.

17.   Other duties as assigned.

Supervisory Responsibilities:

May be responsible for on-site leadership of computer technicians.

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching

Lifting: Moderate lifting and carrying (up to 44 pounds)

Environment: Occasional prolonged and irregular hours; occasional districtwide travel.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

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.

Reviewed by _____   Date _____

Received by _____   Date _____