

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

Job Title: Desktop Support Technician

Department: Technology

**Grade I
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: November 2019

**Reports To: Desktop Support Team Lead/
Desktop Support Manager**

Purpose of Job

The purpose of this job is to assist customers with technical support of district-issued computers peripherals, tablets, smartphones, and other electronic devices, applications, and other related technologies. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. The position utilizes one-on-one consultancy to end users and technology department staff. The employee in this position also assists technology department staff to deploy needed resources or services to facilitate the completion of department projects. The position's responsibilities require independent analysis, communication, and problem solving. Work is performed with little supervision and requires initiative and judgment. A strong work ethic and integrity is a must as the individual needs to be able to accurately document and use time and other district resources effectively and efficiently.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Provides quality customer service to assist customers with the installation, configuration, and ongoing usability of district-issued computers, peripheral equipment, software, tablets, smartphones, and other electronic devices within established standards and guidelines.

Works with technical support contacts to resolve technical problems with computing equipment and software.

Works with other technology department staff as appropriate to determine and resolve problems received from customers.

Interact with multiple computer platforms such as Apple and Microsoft PCs.

Ensures computers interconnect seamlessly with diverse systems including associated file servers, email servers, application servers, and administrative systems.

Recommends and/or performs upgrades on systems to ensure longevity.

Assesses functional needs to assist in determining specifications for future purchases.

Prepares and/or generates routine correspondence, letters, memoranda, forms, reports and other documents.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

- Valid driver's license and the ability to provide reliable transportation to deliver equipment or provide needed services to all CMCSS locations.
- High School Diploma (or GED) required.
- 0-2 years experience supporting Apple and Windows operating systems.
- Experience troubleshooting and determining the difference between a software or hardware failure.
- Experience installing software, patches, and updates on desktops and laptops.
- Experience troubleshooting basic software and printer problems.
- Experience setting up and cabling computers and various components and peripherals.
- Experience providing great customer service.

KNOWLEDGE OF JOB

Has considerable knowledge of the policies, procedures, and activities of the district and practices as they pertain to the performance of duties relating to the position. Has thorough knowledge of practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc., as they pertain to department operations and activities. Able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, human relations, and technical skills. Able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Knowledgeable and proficient with computers. Able to read, understand and interpret financial reports and related materials

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS
REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines and computer equipment which includes a mainframe computer, personal computer, printer, modem, calculator, telephone, etc. Must be able to use body members to work, move, or carry objects or materials. Must be able to exert up to forty-five pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for Medium work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the position. Requires the ability to understand and communicate within computer operating systems, and requires an understanding of network protocols. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the position.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes while using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as interpreting

departmental policies and procedures. Must be adaptable to performing under moderate stress when confronted with an emergency related to the position.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position. Attendance must be accurately documented at all times.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date