

CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION

Job Title: Desktop Support Technician - CTE

Department: Technology

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

Job Description

Date Reviewed: April 2023

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.

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.

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

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

Ensures inventory integrity by managing and maintaining technology inventory equipment as multiple sites.

Investigates and evaluates equipment damage or loss to determine if caused by negligence or accident for overall liability for repairs or replacement.

Update knowledge base for future reference and increased efficiency.

Assist with projects designated by Desktop Support Team Lead and/or Desktop Support Manager.

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 Equivalent) 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. Ability to multitask and 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

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 45 pounds, standing, sitting, walking, bending, stooping or kneeling;

- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

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

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

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.

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