

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION
JOB TITLE: TECHNICAL SUPPORT SPECIALIST I
TECHNOLOGY SERVICES DEPARTMENT
AUXILIARY SERVICES

GENERAL STATEMENT OF JOB

Under general supervision, performs specialized technical support functions for the Technology Services Department of the Auxiliary Services Division. Employee is responsible for installing requested computer equipment in school and office locations, troubleshooting equipment problems, and repairing or arranging for the repair of faulty equipment. Work involves providing technical support and expertise concerning various types of computer software. Work also involves providing training for employees in the use of technology. Employee must exercise tact and courtesy with co-workers, school administrators, and supervisors. Employee reports to the Senior Network Analyst- Supervisor of Networking and Technical Support.

SPECIFIC DUTIES AND RESPONSIBILITIES

Operates a work-order tracking system (Help Desk) to receive and clear daily work requests.

Receives installation requests, installs computer hardware and software at school and central office sites as outlined by supervisor.

Assembles computer-related equipment according to schematic diagrams and written instructions.

Troubleshoots hardware and software problems, determines cause of error or stoppage, and applies corrective techniques in cases where problems can be corrected, may arrange for repair of faulty equipment or may refer complex problems to higher level technical support.

Answers telephone, provides immediate technical assistance if possible, refers calls to appropriate persons or creates a work order request for additional on-site support.

Provides on-site and remote assistance to users with utilization of available hardware and software.

May offer training for school-based and central office personnel in the use of technology.

Copies software, outlines installation instructions and distributes to appropriate personnel.

Maintains software license agreements and inventory of equipment and components as required.

Lifts, carries and moves computer equipment as required.

May backup and document any data files, computers, or devices on a regular basis, print reports and forms, and maintain and order any needed technology supplies.

May work with other departments to ensure proper connectivity, availability, and scheduling of computer related or data collection program.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Associate's degree in computer related field or 1 to 2 years of experience developing technical expertise; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

SPECIAL REQUIREMENT

Possession of a valid driver's license issued by the State of North Carolina and a personal vehicle for use during work hours.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment and tools including computer software, computer hardware, cables, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Medium Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, technical manuals, newsletters, trade journals, etc. Requires the ability to prepare reports, forms, training materials, documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively

and efficiently in a variety of technical or professional languages including computer terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and geometry.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using computer equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of computer hardware and common software applications.

Working knowledge of DOS and common computer operating systems.

General knowledge of software copying rights of the school system.

Some knowledge of networking concepts.

Some knowledge of the current literature, trends and developments in the field of technology.

Ability to install and setup software packages that meet the needs of users.

Ability to systematically determine the source of computer problems and take appropriate action.

Ability to perform initial installations or upgrades of computer hardware.

Ability to train users on the use of equipment and various programs.

Ability to maintain complete and accurate records.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.