



JOB DESCRIPTION

<u>POSITION:</u>	DESKTOP TECHNICIAN
<u>LOCATION:</u>	Carlsborg
<u>STATUS:</u>	Regular, Full-time, Non-Exempt Staff Position
<u>WORK WEEK:</u>	Monday through Friday
<u>SUPERVISOR:</u>	Information Technology Manager
<u>SALARY RANGE:</u>	Range 17 (\$4,064 to \$6,604 per month)

PURPOSE: Provide a single point of contact for end users to receive desktop support and maintenance which includes installing, diagnosing, repairing, maintaining and upgrading all PC software, hardware and equipment to ensure optimal workstation performance; troubleshooting problem areas (in person, by telephone or via e-mail) to facilitate accomplishment of the District’s mission and goals in an efficient and effective manner while protecting the integrity, stability, security and confidentiality of the District’s computer systems.

ESSENTIAL JOB FUNCTIONS:

- Assist in developing long-term strategies and capacity planning for meeting future desktop hardware needs.
- Conduct research on desktop products in support of PC procurement and development efforts. Evaluate and recommend products for purchase.
- Submit Purchase Request for purchase of PCs, desktop hardware and related products.
- Field incoming help requests from end users in person, via telephone, pages and/or emails.
- Document all pertinent end user identification information, including name, department, contract information and nature of problem or issue.
- Perform onsite analysis, diagnosis and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Install, configure, test, maintain, monitor and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
- Collaborate with System/Network Administrators to ensure efficient operation of the District’s desktop computing environment.
- Track and maintain historic logs of desktop issues and resolutions.
- Prepare tests and applications for monitoring desktop performance and make available performance statistics and reports.
- Prepare, maintain and uphold procedures for logging, reporting and statistically monitoring desktop operations.
- Develop and maintain an accurate inventory of all workstations, monitors, keyboards, hard drives, modems, network cards and other components and equipment.

ESSENTIAL JOB FUNCTIONS (continued):

- Insure that all applicable software running on desktops is in compliance with software licensing requirements on all District desktops and related equipment.
- Maintain a high level of professionalism in conduct and appearance at all times.
- Participate in the accident prevention program, including training and compliance with applicable rules and regulations.

ADDITIONAL JOB FUNCTIONS:

- Participate in cross training with IT staff for critical task coverage.
- Assist the IT staff in maintaining the District's LAN/WAN infrastructures.
- Assist in departmental budget preparation.
- Develop and conduct training programs for users as needed.
- Remain current with information and industry technology and apply training and experience to real world problems.
- Other duties as assigned.

JOB STANDARDS:

Knowledge, Skills and Abilities:

- Must have excellent technical knowledge of PC and desktop hardware.
- Must have hands-on hardware troubleshooting experience.
- Must have extensive equipment support experience with workstations, PCs peripheral including printers.
- Must have working technical knowledge of current protocols, operating systems and standards.
- Must have the ability to operate tools, components and peripheral accessories.
- Must be able to read and understand technical manuals, procedural documentation and OEM guides.
- Must have the ability to conduct research into PC issues and products as required.
- Must have strong written and oral communication skills.
- Must have the ability to present ideas in user-friendly language.
- Must have an understanding of the District's goals and objectives.
- Must be self motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment.
- Must have experience working in a team-oriented, collaborative environment.
- Must have strong customer-service orientation.
- Must have the ability to understand, follow and communicate accurate, clear and concise written and verbal information and instructions.
- Must have the ability to perform accurate work in a timely manner.
- Must have ability to prioritize and perform job duties with a minimum of supervision.
- Must have the ability to train others in necessary job skills.
- Must have or develop a working knowledge of the District's Accident Prevention Rules, procedures, equipment and tools and applicable state and federal regulations.
- Must have the ability to work without close supervision and to make decisions compatible with prior instructions.
- Must be able to work under pressure while effectively, successfully and accurately meeting deadlines.
- Must have math, reading and writing skills required for the job functions.

Education, Experience and Training:

- Must have bachelor's degree in computer science, math, business or other applicable area; or equivalent college and technical training with five years of equivalent work experience.

Other Requirements:

- Must pass a District physical examination and be able to perform essential job functions.
- Must have a valid Washington State driver's license. Employees with an out-of-state license must obtain a Washington State license in accordance with Washington State law.
- Must have a safe driving record.
- Must be available to work after hours and on call.

WORKING CONDITIONS:

- The job functions will be performed in an indoor, office environment.
- The job functions include working with persons who exhibit many types of personalities and behaviors.
- Job functions on and around mechanized equipment will present the need for alertness and safety awareness.
- Job functions will require travel to other offices and facilities.

PHYSICAL REQUIREMENTS:

- The work requires the ability to lift and carry heavy to moderately heavy objects, such as computers and peripherals up to 50 pounds. Boxes and supplies are lifted on and off shelves up to a height of 6.5 feet.
- The work requires the ability to operate office machines, tools and equipment associated with the job functions.
- The work requires dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools and to handle other computer components.
- The work requires the ability to answer questions and communicate with coworkers and others in person, via e-mail and on telephones.
- Work activities involve combinations of walking, kneeling, climbing, pushing, pulling, bending, sitting for extended periods and lifting and carrying.

EQUIPMENT AND VEHICLES:

- The job requires use of midrange and personal computers and printers, telephones, copying machines, fax machines and other office equipment.
- The job requires driving District vehicles such as automobiles and pickup trucks.
- Future work practices may necessitate the use of different equipment, vehicles and tools.