Job Title: Campus Support Technician  
Exemption Status/Test: Exempt  
Reports to: Program Manager – Systems Analyst  
Date Revised: May, 2015  
Dept. /School: Technology Department  

Primary Purpose:  
Provide a single point of contact for all campus staff to assist and resolve problems relating to computer and mobile device-related services. Responsible for campus technology support, technology problem evaluation, and management of technology-related work orders.

Qualifications:  

Education/Certification:  
High School Diploma or GED  
A+ Certification  

Special Knowledge/Skills:  
Broad knowledge of computer hardware and software applications  
Knowledge of various operating systems (Windows and iOS)  
Knowledge of district software applications  
Ability to detect and resolve technical or technology-related problems  
Excellent organizational, communication, and interpersonal skills  

Experience:  
Two (2) years’ work experience in a technical support position  

Major Responsibilities and Duties:  

Campus Support  
1. Receive phone calls/email and assist end-users to resolve problems and utilize district software.  
2. Work cooperatively with end-users to detect and resolve hardware problems.  
3. Work cooperatively with end-users to encourage understanding and use of good computing practices.  
4. Communicate with appropriate department personnel to detect and resolve end-user problems with internally developed applications and database management.  

Technical Support  
5. Process technology-related work orders and manage the priority of work orders related to department goals.  
6. Evaluate and recommend technology-related repairs and costs to campus administrator.
Records and Reports

7. Maintain work order records and use data to identify areas for improvement including training and maintenance support.
8. Compile, maintain, and file all physical and computerized reports, inventories and records required of technology department.

Other

9. Perform other duties assigned.
10. Must remain certified with the appropriate vendor to service computers.
11. Comply with policies established by federal and state law, state board of education rule and local board policy.

Supervisory Responsibilities

None.

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Phone, radio, personal computer, printer, fax machine, computer repair kit; other computer peripherals
Motion: Frequent repetitive hand motions
Lifting: Frequent lifting, transporting computer equipment
Environment: Frequent districtwide travel
Mental Demands: Maintain emotional control under stress; frequent prolonged and irregular hours

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.