

PERSONNEL

**USER SUPPORT TECHNICIAN I**

**Salary Schedule 5 Range 8**

**DEFINITION**

Under supervision of the Network Engineer, installs and maintains desktop computer hardware and software. The User Support Technician I will be trained to use basic diagnostic maintenance and repair tools and software as part of regular duties and performs related duties as assigned. Assisting the Network Engineer, and providing support to the User Support Technician II, the User Support Technician I will provide basic support such as setups and installations of computer hardware software. He/she will also assist with installation and monitoring of local network (LAN), wide area network (WAN), and Internet software and systems, including accessories such as E-mail, bulletin boards, scheduling, and Internet browser applications.

**DISTINGUISHING CHARACTERISTICS**

This is the entry level of the User Support Technician classification series, and those employed in this classification are considered to be trainees. Duties are performed under close supervision and are assigned as proficiency is attained. The User Support Technician I is distinguished from the User Support Technician II by the former's performance of the more routine, basic help desk tasks in a trainee capacity. Incumbents are expected to obtain experience and proficiency which would lead to the next level of User Support Technician II.

**EXAMPLES OF DUTIES**

The User Support Assistant I will be trained in installation of desktop workstations, printers, scanners, and other peripheral devices; installation of network client software; and diagnosis and resolution of hardware, software, and operator problems. Software support will include installation of standard software packages (e.g. Microsoft Office, etc.) for both Windows and Macintosh platforms. Network software installation will include Windows, and client/server applications, will also be included in software installations. Other general technology duties will be performed as assigned.

**DESIRABLE QUALIFICATIONS**

Knowledge of:

- Basic knowledge of desktop operating systems such as Windows and/or Macintosh.
- Some knowledge of desktop computer components and equipment, such as disk drives, sound cards, tape drives, monitors, CD-ROM drives and network interface cards.
- Basic knowledge of network operating systems
- Familiarity with internet browsers, terminal emulation software, and FTP clients and servers.
- Correct English usage, spelling, grammar and punctuation.

Ability to:

1. Install computer hardware, peripherals, and/or software in Windows, and Macintosh,
2. Use appropriate tools and electronic equipment.
3. Establish and maintain cooperative and effective working relationships with adults and children.
4. Understand and follow oral and written directions.
5. Incorporated within one or more of the following previously mentioned essential functions of this job description are the following essential requirements:

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|---------------|------------------------|------------------|------------------------|
| 1. Seldom     | = Less than 25 percent | 3. Often         | = 51-75 percent        |
| 2. Occasional | = 25-50 percent        | 4. Very Frequent | = 76 percent and above |
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| <u>3</u> | a. Ability to sit for extended periods of time.  |
| <u>4</u> | b. Ability to stand for extended periods of time and ascend and descend steps.   |
| <u>4</u> | c. Ability to see for the purpose of reading laws and codes, rules and policies and other printed matter and observing students. |
| <u>4</u> | d. Ability to hear and understand speech at normal levels.   |
| <u>4</u> | e. Ability to communicate so others will be able to clearly understand a normal conversation.                                    |
| <u>3</u> | f. Ability to bend and twist, kneel and stoop.   |
| <u>1</u> | g. Ability to lift 50 lbs.   |
| <u>1</u> | h. Ability to carry 50 lbs.  |
| <u>3</u> | i. Ability to reach all directions.  |

**EMPLOYMENT STANDARDS**

High School Diploma, G.E.D or equivalent, and one year of experience working with microcomputer hardware and software. Computer Technician Certificate preferred.

Adopted: February 14, 2006

Revised: September 10, 2019