

COMPUTER SITE SUPPORT SPECIALIST

Purpose Statement:

The job of Computer Site Support Specialist is done for the purpose/s of installing and maintaining computer hardware and software; providing technical support to site administrators; and resolving school system or school site operational issues.

Essential Functions

- Assesses malfunctions of hardware and/or software applications at school site and District Office for the purpose of determining appropriate actions to maintain computer operations.
- Installs hardware and software within a variety of hardware platforms for the purpose of maintaining, upgrading and improving school system computers.
- Maintains work request records and activity logs for the purpose of providing up-to-date reference and audit trail.
- Orders equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Performs site network maintenance as directed by department supervisor for the purpose of maintaining proper network operation.
- Repairs computers, peripherals, and software for the purpose of maintaining computers and computer network equipment in a safe and functional operating condition.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or transporting equipment for repair.

Other Functions

- Assists other personnel for the purpose of supporting them in the completion of their work activities.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: utilizing pertinent diagnostic and application software; adhering to safety practices; and planning and managing projects.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: personal computers and peripheral equipment; and troubleshooting methodologies

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize a variety of types of job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: communicating technical information to non-technical audiences; meeting deadlines and schedules; setting priorities; and developing effective working relationships.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the Organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 45% sitting, 50% walking, and 5% standing. The job is performed under some hazardous conditions and in a clean atmosphere.

Experience Job related experience within specialized field is required.

Education Targeted job related education that meets organization's prerequisite requirements.

Required Testing

Pre-Employment Drug Screening
Pre-Placement Physical Exam

Certificates & Licenses

None Specified

Continuing Educ. / Training

None Specified

Clearances

Criminal Justice/Fingerprint Clearance
Tuberculosis Clearance

FLSA Status

Non Exempt

Approval Date

4/24/2002

Salary Grade

Clsfd 30