

**Killeen Independent School District  
Job Description**

**Job Title:** Bench Technician Classified  
**Reports to:** Lead Hardware Support, Technology Support Services  
**FLSA:** Non-Exempt, 260 days

**SUMMARY:**

Repair computers, printers, and related equipment for the district, fulfills peripheral replacement orders.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Pick-ups, delivers, installs, and repairs computers, printers, and related equipment for the district.

Fulfills peripheral replacement orders and monitors stock inventory.

Monitor's hardware incidents and assigns according to defined priority standards.

Creates triage intake labels accordingly.

Maintains industry standard bench services and desk.

Maintains current and up-to-date field knowledge of hardware, software, and peripherals pertinent to Killeen ISD.

Assists with ongoing projects, as necessary.

Assists Hardware Support Specialists during life cycle deployments.

Works independently and exercises reasonable judgment with little supervision while providing clear documentation of activities and accomplishments.

Performs other such duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

This job does not have any supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION and/or EXPERIENCE**

Associate degree in computer related field or equivalent training and two years computer experience; or high school diploma/GED and four years hardware experience. Apple certification preferred.

Experience with the following:

- Knowledge of and technical expertise supporting Apple and Windows products.
- Ability to diagnose and troubleshoot computer hardware.
- Skill in working in collaborative team-based environments and using good inter-personal communication.

- Ability to multi-task and pay attention to detail.
- Ability to prioritize and organize work responsibilities.
- Skill in providing customer service.
- Ability to work under pressure and meet deadlines.
- Excellent verbal and written communication skills in working with technical and non-technical people.
- Ability to develop and maintain collaborative relationships among all levels of an organization.  
Ability to work effectively in a team-based environment and a demonstrated willingness to support team on all levels to get the job done.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

Must have a current valid driver's license to drive a District vehicle.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative to those an employee encounters while performing the essential functions of the job. While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually quiet.

**Prepared Date: June 14, 2021**

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.