Killeen Independent School District
Job Description

Job Title: Desktop Systems Technician
Reports To: Technology Support Manager
FLSA Status: Non-exempt

SUMMARY
Perform on-site technical work to install, maintain, and/or manage computer equipment, mobile devices, networks, systems, and software applications throughout the district using established guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:
Assist with integration and management of district approved software.

Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user licensed/approved software and hardware products.

Diagnoses and resolves issues related to software deployment and workstation imaging.

Assists in package creation and delivery for approved software deployments.

Provides end user training for supported products when required.

Creates, maintains, and troubleshoots computer and/or mobile device policies, profiles and groups using management software.

Provide assistance to campuses/departments. Works independently and exercises reasonable judgment with little supervision while providing clear documentation of activities and accomplishments.

Oversees and manages access control badges across the district. Responsible for granting access, creating badges, and deactivating access when requested.

Supports and assists with campus computer life cycle projects.

Assists with ongoing projects as necessary.

Supports the district Technology Help Desk by filling when both Help Desk personnel are absent.

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 technology service and support experience. Experience in Windows and Mac operating systems, desktop applications, and printers, required. Knowledge of and technical expertise supporting Windows products.

SPECIAL KNOWLEDGE AND SKILLS
Knowledge of MDM solution for various devices.
- Knowledge of basic scripting language.
- Knowledge of Windows desktop operating systems.
- Skill in working in collaborative team-based environments and using good inter-personal communication.
- Ability to prioritize and organize work responsibilities.
- Ability to multi-task and pay attention to detail.
- 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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES
Ability to use a personal computer and related software packages.

MENTAL DEMANDS/PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:
Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching

Lifting: Moderate lifting and carrying (up to 44 pounds)

Environment: Occasional prolonged and irregular hours; occasional districtwide travel; May be required to be on-call 24 hours a day.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress.

Date: June 16, 2022

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.