

**Killeen Independent School District
Job Description**

Job Title: Desktop Support Technician
Reports To: Network Operations Analyst
FLSA Status: Non-exempt, 226 days

SUMMARY:

Responds to user inquiries and requests regarding computer security, operating systems, user data, network issues, printing, and hardware troubleshooting.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Interfaces with district personnel and Network Services staff for troubleshooting district network and hardware issues.

Installs and configures specialized District standard software on user workstations.

Troubleshoots network connectivity and district applications to include Transportation, Food Services, Eforce, and Pentamation for all campus devices and applications.

Enters user request in help desk software, assigns tasks, and follows-up for resolution.

Troubleshoots workstations (PC and Mac), applications, and hardware configurations (printers) necessary to support all district campuses and central organizations.

Serves as the initial point of contact in the resolution of questions regarding computer security, operating systems, user data, network issues, printing, and hardware troubleshooting.

Performs other duties as assigned by the Network Analyst and Executive Director for Technology Services.

SUPERVISORY RESPONSIBILITIES:

This job has no 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. There may be alternatives to the below qualifications as the Board of Trustees may find appropriate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Bachelor's degree in Computer Science, Information Systems, or in a related field; or 48 semester hours of college with an emphasis in Computer Science, Information Systems, or a related field and two years of related work experience. Experience in Windows operating systems, desktop applications, PC/Mac platforms and printers, required.

LANGUAGE SKILLS:

Ability to read and interpret documents such as rules and regulations, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before administrators, staff or employees of the district.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, 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 in order 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 25 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 of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Occasional district-wide travel to multiple campuses as assigned. The noise level in the work environment is usually quiet.

Revised Date: November 3, 2015

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.