

## **Killeen Independent School District Job Description**

Job Title: Network Support Interface  
Department: Technology Services  
Reports To: Director for Network Operations  
FLSA Status: Non-Exempt

### **SUMMARY**

To respond to user inquiries and requests regarding computer security, operating systems, MS Office applications and user data, network issues, printing, and hardware troubleshooting.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

Works with the Network Operations Center (NOC) support staff to support all District microcomputer hardware, operating systems, printers, and network issues. Monitors all district Wide Area Network and campus Local Area Networks. Assigns technicians as necessary to minimize campus down-time.

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

Administers the help desk software to process all work orders for the technology services department

Makes task assignments for NOC personnel and performs follows-up for resolution

Monitors computer asset tracking software for troubleshooting hardware and software issues

Provides Windows XP computer instruction and training to district personnel.

Provides technical oversight of the microcomputer repair technicians.

Coordinates with vendors to maintain pricing and delivery of microcomputer hardware and parts.

Reviews all Network Services HEAT assignments and distributes them appropriately. Follows-through regarding call status & review with each assignee.

Serves as liaison between campus personnel and the NOC staff; may travel to the campus to see problems "first-hand".

Serves as resource to assist technicians in the resolution of questions regarding computer security, operating systems, user data, network issues, printing and hardware troubleshooting, and assists with microcomputer repair.

Serves as a back-up person to microcomputer repair technician in the performance of those duties on as-needed basis.

Performs other duties as assigned.

### **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 and two years of related experience; or Associate's degree and four years of related experience. Experience in Windows operating systems, Mac operating systems, Microsoft and various other desktop applications, PC/Mac hardware platforms and HP 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.

**OTHER SKILLS AND ABILITIES**

Knowledgeable of helpdesk automation software and school district procedures, preferred.

**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:** September 24, 2009

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.