

MONMOUTH REGIONAL HIGH SCHOOL

TITLE **DESKTOP SUPPORT TECHNICIAN**

Reports to: Supervisor of Technology

Nature and Scope of the Job:

To provide a service function to Monmouth Regional High School unique to the specialized district computer operations.

Qualifications:

1. High School Diploma
2. Two (2) years' experience in an IT related support position
3. Experience/familiarity with Microsoft product line, Apple product line, and all end user devices
4. Strong verbal and written communication skills
5. Ability to work independently and take initiative with little direction
6. Have a working knowledge of operating systems for all computers/tablets
7. Exhibit a personality that demonstrates interpersonal skills to relate well with students, staff, administration, parents/guardians and the community
8. Such alternatives to the above qualifications as the Superintendent may find appropriate and acceptable
9. Criminal history background check and proof of US citizenship or legal resident alien status

Employment Terms:

Twelve month full time work year.
Vacation/sick/personal days as set by policy.
Non-associated staff member.
Salary and work year to be established by Board.
Hours: To be determined.

Job Functions and Responsibilities:

- Scheduling and delivery of laptop/tablet carts
- Imaging and installing of new computers/tablets
- Administering patch management, anti-virus, and end point security suites
- Maintaining printer and copier supplies
- Contacting telephone contractor for phone system issues
- Contacting copier maintenance company for copier issues
- Cleaning of all desktop computers

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- Updating website and electronic sign
- Updating digital bulletin board
- Using a work-order tracking system for routing repair and maintenance of equipment.
- Resetting passwords for Staff and Students
- Providing technical support to end users.
- Assisting Computer Technician when needed
- Identifying and distributing information to staff and administrators about effective and current uses of computers, software and technologies
- Maintaining/up keeping school website including job application software
- Serving as backup Technician if there is a shortage for a day or period of time
- Making repairs or replace network cabling
- Making minor network and server changes, updates and health checks
- Repairing, maintaining, and upgrading technology-related equipment
- Checking in/confirming of all deliveries to technology department
- Maintaining all staff file directories as needed and on a yearly basis
- Maintaining ID Badge directories as needed and on a yearly basis
- Working effectively in a team environment
- Setting up and tearing down of audio-visual equipment for in house request
- Assisting with the CCTV, providing support when needed
- Referring complex problems to the computer technician or Supervisor of Technology
- Assuring connectivity of peripheral devices
- Performing such tasks and assuming any other responsibilities as may be assigned by the Supervisor of Technology and/or School Business Administrator for coordinating and supervising the managerial and educational aspects of computer education in the District.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential responsibilities and functions of the job.

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items as needed to perform the functions of the job
- Sit, stand or walk for period of time
- Able to lift 50lbs

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- Speak and hear
- Use close vision, color vision, peripheral vision and depth perception along with the ability to focus vision
- Communicate effectively in English, using proper grammar and vocabulary
- Reach with hands and arms and use of hands and fingers to handle objects and operate tools, computer and/or controls
- Use a ladder when needed

Environmental Demands:

The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

- Exposure to a variety of childhood and adult diseases and illnesses
- Exposure to a variety of weather conditions
- Exposure to heated/air conditioned and ventilated facilities
- Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment
- Function in a workplace that is usually moderately quiet but that can be noisy at times

Evaluation:

Performance of this job will be evaluated annually in writing and in accordance with provisions of the Board Policy.

Approved

Date

First Reading Board of Education: November 3, 2015

Revised: June 18, 2019