

Position Title: Part-Time IT Support Representative
Reports To: Principal, Annie Russell

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- ___1. Provides answers to staff by identifying problems; researching answers; guiding staff through corrective steps.
- ___2. Installs and configuring computer hardware, software, operating systems, networks, printers and scanners
- ___3. Plans and implements scheduled maintenance upgrades.
- ___4. Sets up phone and email accounts for new staff, trains staff on login procedures.
- ___5. Solves password and networking problems
- ___6. Manages student iPad passwords, software updates and application updates.
- ___7. Speaks to staff and computer users to determine the nature of any problems they encounter
- ___8. Responds to breakdowns, computer power outages, checks and maintains computer equipment for electrical safety
- ___9. Investigates, diagnosing and solving computer software and hardware faults. Refers to Extensys for additional support when necessary.
- ___10. Improves system performance by identifying problems; recommending changes to Extensys.
- ___11. Avoids legal challenges by monitoring compliance with service agreements maintaining records of software licenses, notifies staff of upcoming website renewals
- ___12. Manages on site stock of equipment, consumables and other technical supplies.
- ___13. Speaks to staff or clients as necessary to help set up systems or resolve issues.
- ___14. Rapidly establishes a good working relationship with customers and other professionals, such as Extensys personnel.

Qualifications

Under general supervision, the Part-Time IT Support Rep will provide technical and network problem resolution to staff by performing lower level trouble shooting diagnosis while guiding users through step-by-step solutions. Solutions may often include, resolving username and password problems, uninstalling/reinstalling basic software applications, verifying proper hardware and software set up, power cycling equipment, assisting with navigating around application menus and troubleshooting email issues. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner. Representatives will perform related work as required. This position requires a minimum of 20 hours per week Mon-Fri and may require special event attendance and/or be available on call on an as needed basis. This position reports directly to the Principal and works closely Extensys network personnel.

1. EDUCATION and/or EXPERIENCE

- High School Diploma or Equivalent
- Knowledge of relevant software computer applications and equipment including but not limited to:
 - LAN Knowledge,
 - Help Desk Experience,
 - Verbal Communication,
 - Operating Systems,
 - Customer Service,
 - PC Proficiency,
 - System Administration,
 - Apple/MAC/iOS products
- Knowledge of customer service principles and practices;
- Effective listening skills;
- Willingness to co-operate with others and work to the greater good;
- Multi-tasking capabilities.

2. LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and policy/procedure manuals. Ability to write routine technical reports and correspondence.

3. 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.

4. PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and see, talk, and hear. The employee occasionally is required to stoop, kneel, crouch, crawl, climb or balance. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move a minimum of 50 pounds. Specific vision abilities required by this job include close, distant, and peripheral vision, color and depth perception, and ability to adjust focus.

5. WORK ENVIRONMENT

The work environment for this position is a school facility setting. While performing the duties of this job, the employee may be exposed to students who may ask inappropriate personal questions, display socially unacceptable personal behaviors, use profanity and sexually explicit phrases, make threats or insulting remarks regarding appearance, age, sex, or race, and exhibit defiance, dishonesty, and assaultive or self-destructive behaviors. The noise level in the work environment is usually quiet to moderate.

Employee Declaration

I have reviewed and understand the job functions of this position and state that I can perform the essential functions with or without reasonable accommodations. ____Yes ____No
If an accommodation is needed, please describe the reasonable accommodations required for you to perform these essential job functions.

Employee Name: (Please Print)_____

Employee Signature: _____ Date: _____