

Technical Support Specialist-PC/N

Iowa City Community School District
Job Description

Qualifications:

Technical training/technical degree or three years experience. Technical knowledge of Windows/Mac hardware and OS.

Criteria:

Good organizational skills.
Good communication skills
Strong work ethic and service-minded
Willingness to learn
Commitment to ethical practices

Reports to: Network Engineer and Library Coordinator.

Job Goal: Assists with technical support and maintenance of district computers and other equipment.

Responsibilities: Coordinates tech support repair issues including prioritization of repairs, dispatching of assignments and documenting resolutions.

PC Technician:

Provide desktop support (hardware and software) to all district personnel on-site and through help desk.
Prepare new equipment, i.e. unpack, setup and install.
Perform routine cleaning/maintenance of computers and other equipment.
Assist with repairs of computers and monitors

Network technician:

Repair and maintain UPS's.
Program, install and maintain adds, moves and changes on switches.
Install and support wireless devices. Provide documentation.
Support and maintain network and workstation standards.
Maintain training lab.
Assist with maintenance of IP phone system.
Install network, phone and cable TV wire.

Assumes other duties as assigned, such as:

Assist with Mac hardware issues.
Assist with AV repair.
Assist with cablecasting of board meetings and other district events.
Remove/discard non-functioning equipment from buildings.