



PARK HILL SCHOOL DISTRICT Position Description

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| POSITION TITLE: | Desktop Technician |
| F.L.S.A. | Exempt |
| QUALIFICATIONS: | A+ Certification or equivalent experience Excellent software skills Good oral and written communication skills Experience creating and deploying disk images Knowledge and experience with hardware warranty procedures Excellent knowledge of desktops, laptops, and other common peripheral devices Certification in current Microsoft Windows version Ability to lift up to 40 lbs up to a height of 4 feet occasionally |
| REPORTS TO: | Lead Network Engineer |
| TERMS OF EMPLOYMENT: | Twelve month (261 days) with benefits provided according to Classified Agreement. |

PERFORMANCE RESPONSIBILITIES:

1. Effectively diagnose and troubleshoot computer malfunction relating to faulty hardware, software, server and/or network.
2. Effectively diagnose and troubleshoot computer malfunction relating to user error.
3. Communicate effectively with staff and students regarding maintenance of technology.
4. Effectively diagnose and troubleshoot malfunction of hardware and network devices.
5. Deploy and maintain operating systems and software titles for each building via disk imaging and other automated deployment technologies.
6. Conduct training as necessary for staff in the proper use of technology equipment.
7. Research and implement preventative maintenance procedures for district technology devices.
8. Effectively diagnose and troubleshoot malfunction of hardware devices, including printers, scanners, barcode readers, digital cameras, etc.
9. Lead special technology projects as required.

OTHER PERFORMANCE RESPONSIBILITIES:

1. Attend training as required by administration.