WILMETTE Public Schools DISTRICT 39

Job Description

Computer Support Technician

Primary Function

To assist in the operation and maintenance of district computer systems.

Organizational Relationships

Reports to the Director of Technology and Media Services.

Qualifications

- High school diploma, supplemented by technical training or practical experience.
- Ability to read and understand technical materials.
- Strong communication and interpersonal skills.
- Ability to work well independently with a minimum of direction.
- Ability to collaborate with others and work on a team.
- Appropriate District policies pertaining to the maintenance of a variety of computer and electronic equipment and user acceptable use policies
- Experienced at troubleshooting A/V, phones, and printers.
- Working knowledge of how workstations connect to a network.
- General understanding of spreadsheets, databases, word processing and other computer applications.
- Working knowledge of configuring email and voice mail.

Performance Responsibilities

1. Setup, install, diagnose, and perform semi-technical maintenance of district systems.
2. Diagnose and correct basic problems with hardware and software; coordinate complex problems with other members of Department of Technology and Media Services.
3. Provide first response technical assistance to users.
4. Setup computers, install software and peripherals, and implement security.
5. Perform preventative maintenance, minor repair of electronic equipment, assist with data file transfers, and perform system backup.
6. Install software and software updates.
7. Assist with hardware and hardware updates.
8. Setup and support of audio-visual equipment and/or other technology for special school or District events.
9. Performs other duties as assigned by the Director of Technology.

Terms of Employment

260 work days. Salary and work year established by the Board of Education and the Support Council Agreement.

Evaluation

Performance will be evaluated in accordance with the Support Council Agreement.
Seniority: Computer Technician

Seniority Category: Technology

Revised: January 2010