

<b>Title of Immediate Supervisor:</b> Supervisor of Maintenance and Construction	<b>Department:</b> Facilities Management	<b>FLSA Status:</b> Exempt
<b>Accountable For (Job Titles):</b> Not Applicable		<b>Pay Grade Assignment:</b> Non-Certified Business Division Administrators' Association, Weekly Salary Schedule, Non-Certified Administrators, Pay Class VII

**General Summary or Purpose Of Job:**

Provide tier 1 support for facilities staff. Process and review work orders for installation and troubleshooting of facilities / district hardware and software. Troubleshooting will include working hand in hand with District personnel, to including Maintenance and Operations. This position will be responsible for the operation, troubleshooting, and repair of electrical / electronic systems or components up to, but not including the "mechanical" component or device. This includes district wide support for Energy Management Systems, Access Control Systems, Security Systems, Public Address Systems, Bell Systems, Fire Alarm Systems, Clock Systems, Lighting Control Systems, and other district technology / systems as assigned.

DUTY NO.	ESSENTIAL DUTIES: (These duties and frequencies are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Installs and assists in configuring, administering, and maintaining district hardware, software and operating systems.	Daily 5%
2.	Responds to work orders from users needing assistance with district hardware and software.	Daily 90%
3.	Talk with co-workers in order to research problems and find solutions and upgrades for existing systems.	As required
4.	Work with software and hardware vendors and other technology department staff to request service regarding defective products.	As required
5.	Makes recommendations for system improvements.	Monthly 5%
6.	Performs other duties of a comparable level or type.	As required

**Minimum Qualifications:** (necessary qualifications to gain entry into the job not preferred or desirable qualifications)

- Requires a minimum of a four year baccalaureate degree in computer science, management information systems, or similar degree; or an equivalent combination of education, training and/or experience necessary to successfully perform the essential functions of the work.
- Experience in Microsoft Windows XP or higher.
- Must have valid driver's license and a personal vehicle

**Desirable Qualifications:**

- Microsoft certification.
- Altiris experience.
- Knowledge of Microsoft Active Directory (AD).
- Energy Management control experience.
- Prior K12 work experience in the following:
  - Access Control.
  - Access Control Credentialing.
  - CCTV.
  - Building Security Systems.
  - Public Address Systems.
  - Bell Systems.
  - Fire Alarm Systems.
- Clock Systems.
- Lighting Control Systems.

**Certification or Licensing Requirements** (prior to job entry):

- Certification assigned hardware and operating systems. (Preferred)
- Certification in the current Microsoft Windows Operating System. (Preferred)
- Must have valid driver's license

**Knowledge Requirements:**

Requires knowledge of:

- Experience in Microsoft Windows XP or higher.
- Documented training or work experience in assigned hardware and operating systems.

**Skill Requirements:**

Skilled in:

- Technical Troubleshooting skills
- Customer service and communication.
- Technical writing and documentation.

**Physical Requirements:** Indicate according to the requirements of the essential duties/responsibilities

Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		√		
Walk			√	
Sit			√	
Use hands dexterously (use fingers to handle, feel)				√
Reach with hands and arms		√		
Climb or balance		√		
Stoop/kneel/crouch or crawl		√		
Talk and hear			√	
<b>Lift &amp; Carry:</b> Up to 10 lbs.		√		
Up to 25 lbs.		√		
Up to 50 lbs.		√		
Up to 100 lbs.	√			
More than 100 lbs.	√			

**General Environmental Conditions:**

Working in our schools

**General Physical Conditions:**

Work can be generally characterized as setup, troubleshooting, and manipulation of computer controlled highly technical District equipment.

<b>Vision Requirements:</b> Check box if relevant	Yes	No
No special vision requirements	√	
Close Vision (20 in. of less)	√	
Distance Vision (20 ft. of more)	√	
Color Vision	√	
Depth Perception	√	
Peripheral Vision	√	

**Job Classification History:**

Classification reviewed and revised by Human Resources, 11/9/2011. Reviewed and revised by Bjorklund Compensation Consulting, 11/16/2011.