

Job Description

Job Title: Technical Support Specialist I

Supervisor: Supervisor of Technology Support Services

Position Code:

Pay Grade: 28

Job Classification: Non-Exempt

Contract Length: 245 Days

Job Summary

Under the direction of the Supervisor of Technology Support Services, performs routine work. Work involves assisting team members with the servicing and repairing of computer hardware (desktops, laptops, and mobile computing devices), applications, and associated peripherals to include preventive maintenance and component replacement. Work requires providing professional customer service to staff and students. The work is dispatched from the help desk.

Essential Duties

1. Assists with the installation, maintenance and repair of computer hardware, applications, and associated peripherals.
2. Assists with resolving computer hardware, application, and associated peripherals problems.
3. Assists with the setup and configuration for new and replacement computer hardware, applications and associated peripherals.
4. Familiar in the use of tools and equipment employed in testing and repairing of assigned systems.
5. Tracks all work performed in the help desk work order system.
6. Can travel to and from school's/work sites in the performance of duties.
7. Utilizes appropriate safety equipment in the performance of duties.
8. Conforms to all departmental procedures and policies.
9. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties:

1. Performs any other related duties as assigned by the Supervisor of Technology Support Services or other appropriate administrators.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and Abilities Required)

- Must possess a High School diploma.
- Must be able to demonstrate entry level experience in computer hardware and network support.
- Must possess a basic understanding of Windows 7 operating system, Microsoft Office, Ethernet network, Microsoft Server 2008, Active Directory Tools, TCP/IP, DHCP and DNS protocols.
- Must possess sound communication, customer service and professional skills.
- Ability to work effectively with team members and, at times, without direct supervision; establish and maintain effective working relationships with co-workers and end-users; utilize time efficiently; follow oral and written instructions.
- Must be able to operate a motor vehicle and possess a valid Virginia Driver's License.

Working Conditions and Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: None

Supervision Received: Supervisor of Technology Support Services

This job description in no way states or implies that these are the only duties to be performed by this employee. The Technology Support Specialist I will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Technology Support Services. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor Date

I acknowledge that I have received and read this job description.

Employee Name (Print) Signature Date