

**WEST DES MOINES COMMUNITY SCHOOL DISTRICT
JOB DESCRIPTION**

JOB TITLE Lead PC Technician

CLASSIFICATION Supervisor/Specialist

IMMEDIATE SUPERVISOR Director of Technology

JOB SUMMARY

Coordinates customer services for the district's technical support. Manages technical support processes including hardware purchasing, inventory, deployment and work order systems. Supervises district PC technicians and assists with installation and support of computers at all district locations.

QUALIFICATIONS

(Skills, Knowledge, Abilities, Education, Certification/Licensure, Experience, Equipment)

- A. Skills, Knowledge and Abilities
 - 1. Ability to work effectively with students, staff, administrators, and vendors.
 - 2. Effective oral and written communication skills.
 - 3. Ability to handle diversity in a objective manner.
 - 4. Strong knowledge and skill in supervision and evaluation procedures.
 - 5. Ability to meet deadlines in a timely manner.
 - 6. Ability to anticipate problems and take preventative action.
 - 7. Ability to work effectively through the committee process to accomplish goals.
 - 8. Ability to work independently.
 - 9. Strong working knowledge of PC operating systems.
 - 10. Knowledge of budgeting procedures and management related to areas of responsibilities.
 - 11. Ability to perform diagnostic examinations and repair of microcomputers.
 - 12. Ability to plan and implement scheduled preventive maintenance.
 - 13. Experience in local area network systems required.
 - 14. Knowledge of telecommunications systems.
- B. Education
 - 1. High school diploma or equivalent.
 - 2. Two years technical training in a related area highly desired.
- C. Certification
 - 1. A+ certification highly desirable.
 - 2. Valid driver's license preferred.
- D. Experience
 - Computer system assembly, configuration and repair experience desired.

SUPERVISION OF OTHERS

District PC technicians.

ESSENTIAL JOB FUNCTIONS

- 1. Supervises and works cooperatively with PC technicians to build redundancy for the district's technical support services.
- 2. Manages district technology support work order system.
- 3. Maintains an inventory of hardware and software within the district.

4. Responds to end users' regarding technical support requests.
5. Maintains records related to insurance repairs and stolen equipment.
6. Assists in Internet and Intranet installation, implementation and maintenance.
7. Assist in LAN and WAN installation, implementation and maintenance.
8. Trouble-shoots problems in the software-hardware area.
9. Coordinates the planning of the security of technology systems.
10. Monitors hardware repair costs and suggests maintenance contracts.
11. Coordinates the preparation of images for PC deployment.
12. Coordinates the assembly of new equipment and the performance of preventive maintenance procedures
13. Assists in implementing adequate software-hardware backup and recovery procedures at each school site.
14. Assists in the coordination of both off-site and on-site servicing procedures.
15. Assists in the assembly and placement of new equipment.
16. Recommends changes in hardware-software configurations.
17. Fulfills administrative reporting requirements.
18. Evaluates assigned staff in accordance with board policies and administrative guidelines; conducts appropriate follow-up with notations to personnel files.
19. Participates in decisions to hire, promote, demote, transfer, suspend or discharge per board policies and administrative guidelines; makes specific recommendations regarding positions and/or personnel for which directly responsible.
20. Provides information to the Director of Technology on all matters of relevance.
21. Serves as a contributing member of the Instructional Technology Advisory Committee (ITAC).
22. Performs other duties as assigned.

PHYSICAL REQUIREMENTS

1. Frequent lifting of 100 pounds maximum; frequent lifting and/or carrying of up to 50 lb.
2. Mobility as needed to visit all district buildings and classrooms.
3. Must be able to drive a personal vehicle or to provide transportation suitable to accomplish responsibilities.

WORKING CONDITIONS

1. Extensive travel to district sites required.
2. Some weekend and evening hours may be required.

TERMS OF EMPLOYMENT

1. 12 month position.
2. Per Board Policy and administrative guidelines.
3. Performance evaluated per Support Staff Performance Evaluation Handbook.

Adopted Date September 2006 Revised Date _____

West Des Moines Community School District is an Equal Opportunity/Affirmative Action Employer. The district does not discriminate based on race, creed, color, religion, national origin, sex, age, sexual orientation, physical or mental disability and will provide reasonable accommodations to qualified individuals with disabilities.