

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

JOB TITLE PC Technician

CLASSIFICATION Supervisor/Specialist

IMMEDIATE SUPERVISOR Lead PC Technician

JOB SUMMARY

Provides customer service related to the district's technology. Installs, configures and maintains computers at all district locations. Provides installation and support for Windows workstations and application software. Performs general upgrades, repair and maintenance for computers and other electronic equipment.

QUALIFICATIONS

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

- A. Skills, Knowledge and Abilities
 - 1. Strong written and oral communication skills.
 - 2. Ability to relate successfully with students, staff, families, and the community.
 - 3. Ability to handle diversity in an objective manner.
 - 4. Ability to work independently.
 - 5. Strong working knowledge of PC operating systems.
 - 6. Ability to perform diagnostic examinations and repair of microcomputers.
 - 7. Ability to plan and implement scheduled preventive maintenance.
 - 8. Strong working knowledge of PC systems.
 - 9. Experience with LAN systems required.
 - 10. 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 desired.
 - 2. Valid driver's license preferred.
- D. Experience
 - Computer system assembly, configuration and repair experience desired.

ESSENTIAL JOB FUNCTIONS

- 1. Provides customer service related to the district's technology support.
- 2. Responds to tasks through the district's work order reporting system.
- 3. Maintains inventory, repair and work order records as directed.

4. Assists with coordination of customer needs as directed.
5. Assembles and places new equipment.
6. Trouble-shoots problems in the software-hardware area.
7. Assists in Internet and Intranet, installation, implementation and maintenance.
8. Assists in LAN and WAN installation, implementation and maintenance.
9. Assists in the coordination of both off-site and on-site servicing procedures.
10. Recommends changes in hardware-software configurations.
11. Fulfills administrative reporting requirements.
12. Serves as a contributing member of the Instructional Technology Advisory Committee (ITAC).
13. Provides information to the Lead PC Technician on all matters of relevance.
14. Performs other duties as assigned.

PHYSICAL REQUIREMENTS

1. Occasional lifting of 100 pounds maximum occasionally; frequent lifting and/or carrying up to 50 pounds.
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 1998 Revised Date September 2006

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.