PUEBLO SCHOOL DISTRICT 60
CLASSIFIED JOB DESCRIPTION

It is essential that all employees of Pueblo School District 60 understand our mission is to provide a high-quality education that assures each student the knowledge, skills, and dispositions to lead a life of purpose and impact. Employees support the community and thrive in connecting with our students by embracing the core values of the district, which state:

- We believe that the success of every student is our most important commitment.
- We believe that collaboration and engagement with our community, parents, staff, and students are essential to our success.
- We believe that we must act with integrity, celebrate diversity, and promote equity.
- We believe that each individual must be treated with dignity and respect.
- We believe that the social and emotional well being of our students is as important as their academic needs.
- We believe that it is our responsibility to provide a safe, positive, and supportive environment for our students and staff
- We believe that our community heritage, traditions, and history should inform our response to future student and district needs.

As we embrace these values and consider their impact, we will achieve our vision of being a high performing school district that inspires community confidence. Each employee plays a part, and that contribution should bring us closer to helping each student achieve their dreams.

Job Title: Deskside Technician
Prepared Date: 3/9/2021
Revised Date: 9/25/2023
Work Year: 213 Days
Department: Technology
Reports To: Director of Technology
Salary Range: Technology Salary Schedule Lane B
Benefits: Fringe Benefits based on Schedule B Benefits
Status: FLSA Status: Non-Exempt

SUMMARY:
The Deskside Technician's role is to provide a single point of contact for end users to receive support and maintenance within the organization's end-user computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all end-user devices and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by remote tools, by telephone, or via chat) in a timely and accurate fashion, and provide end-user assistance where required.

QUALIFICATIONS:
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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED:
- College Degree in Computer Science or related field or two (2) years' experience of end user support and/or device management
- Valid Colorado Driver License and ability to be insured by District Insurance Carrier
- Employee must complete a fingerprint-based criminal background check and must be cleared by the Office of Human Resources
- Must be able to communicate effectively in English, both orally and in writing, using proper grammar and vocabulary

PREFERRED:
- College Degree in Computer Information Systems, IT Management, or related field
- Certifications such as A+, Network+, Server+, Security+, CCNA, MCSA
- Prior experience in a medium to large sized K-12 public school district

SKILLS AND KNOWLEDGE:
- Excellent technical knowledge of hardware, including Laptops, Desktops, mobile devices, and other related equipment.
- Excellent experience with desktop and server operating systems, including, DOS/Windows/MAC-based computer systems, ChromeOS, and mobile devices.
- Excellent technical knowledge of PC internal components, including Hard drives, RAM, Power supplies, etc.
- Hands-on hardware troubleshooting experience.
- Extensive equipment support experience with Projectors, A/V equipment, etc.
- Working technical knowledge of current protocols, operating systems, and standards, including TCP/IP, Windows/MAC OS, ChromeOS, etc.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.
- Analytical and problem-solving abilities, with keen attention to detail.
- Self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Strong customer-service orientation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level or work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position. This organization believes that every individual makes a significant contribution to our success. That contribution should not be limited to assigned responsibilities. Therefore, this position description is designed to define primary duties, qualifications and job scope but should not limit the incumbent nor the organization to the work identified. It is our expectation that every employee will offer his/her services wherever and whenever necessary to ensure the success of the District's/department's goals. Actual duties, responsibilities, frequency, and percentages may vary depending upon building assignments and other factors.

- Act as Level II support for end users, including district staff, teachers, students, and families. Perform onsite analysis, diagnosis, and resolution of complex computer problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Accurately document instances of equipment failure, repair installation and removal, as well as moves and changes.
- Record and manage equipment sent to repair depots for equipment under warranty or service contracts.
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required deskside service levels.
- Responsible for all hardware repairs and warranty claims on the following end-user devices:
  - Chromebooks
  - iPads
  - Windows Computers (desktops, laptops, tablets)
  - Projectors (standard or interactive)
  - Interactive Flat Panels
- Responsible for the imaging/initial configuration of the following end-user devices:
  - Chromebooks
  - iPads
  - Windows computers (desktops, laptops, tablets)
  - Projectors (standard or interactive)
  - Interactive Flat Panels
- Assess the need for and implement performance upgrades to end-user devices based on software technical specifications.
- Collaborate with systems administrators to ensure efficient operation of the District's end-user computing environment.
- Where required, administer and resolve issues with associated end-user workstation networking software products.
- Receive and respond to incoming calls, service desk tickets, email, or chat regarding equipment incidents.
- Answer to and perform moves, add, and change (MAC) requests as they are submitted by line managers.

- Test deskside connections (RJ-45 Ethernet jacks, RJ-11 telephone modem jacks, connectors between PCs and servers, etc.) are in proper working order.
- Prepare tests and applications for monitoring desktop performance, and then provide performance statistics and reports.
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring end-user device operations.
- Develop and maintain an inventory of all monitors, keyboards, hard drives, network cards, and other components and equipment as needed.
- If necessary, liaise with third-party support and equipment vendors.
- Assist in developing long-term strategies and capacity planning for meeting future end-user device needs.
- Collaborate with department on end-user devices in support of standardization and procurement efforts. Evaluate and recommend products for purchase.
- Write/Review technical specifications for purchase of end-user devices and related products.

NON-ESSENTIAL DUTIES:
- Perform any and all other duties as assigned by the Director of Technology

The physical demands, work environment factors, and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:
While performing the duties of this job, the employee is required to stand; walk; sit; use hands and fingers to handle or feel. The work requires the use of telephone and using fingers to operate computer keyboards. The employee is continually hearing and speaking to exchange information. The employee is required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

In a 9-hour workday, this job requires:
R – Rarely (Less than .5 hr per day)   O – Occasionally (.5 – 2.5 hrs per day)
F – Frequently (2.5 – 6 hrs per day)   C – Continually (6 – 9 hrs per day)
NA – Not Applicable

Physical Requirements	NA	R	O	F	C
Sitting					X
Stationary Standing			X		
Walking (level surface)				X	
Walking (uneven surface)		X			
Crawling		X			
Crouching (bend at knees)			X		
Stooping (bend at waist)			X		
Twisting (knees/waist/neck)			X		
Turn/Pivot			X		

Climbing (stairs)			X		
Climbing (ladder)		X			
Reaching overhead			X		
Reaching extension				X	
Repetitive use arms				X	
Repetitive use wrists				X	
Repetitive use hands grasping			X		
Repetitive use hands squeezing			X		
Fine manipulation					X
Using foot control			X		
*Pushing/Pulling Maximum weight: **100** lbs.				X	
Lifting Maximum weight: **75** lbs.				X	
Carrying Maximum weight: **75** lbs.				X	

WORK ENVIRONMENT:
Employee will work primarily in a school/office environment with both natural and fluorescent lighting with moderate to loud noise levels. Frequent travel between district facilities required