

HILLSBORO SCHOOL DISTRICT 1 J

1062.4

JOB DESCRIPTION

TECHNOLOGY CUSTOMER SUPPORT III

DIVISION: Information Services
DEPARTMENT: Information Services
IMMEDIATE SUPERVISOR: Supervisor of Network Technicians

GENERAL DUTIES: This position will provide support to users of District technologies including hardware, software, and data systems.

ESSENTIAL REQUIREMENTS:

- A. Excellent written and oral communication skills
- B. A minimum of a high school diploma or equivalent
- C. Flexible and adaptable to changing activities and work loads
- D. Ability to install and configure computer systems, hardware, and peripherals
- E. Ability to use and support Microsoft Windows based workstations, systems software, application software and related peripherals in a networked environment
- F. Ability to work positively and cooperatively with others
- G. Physical requirements that may include:
 - 1. In an eight-hour day the employee may:
 - a. Stand/walk 3 - 5 hours
 - b. Sit 1 - 4 hours
 - c. Lift Up to 50 pounds
 - d. Perform repetitive motions with hands and fingers

ESSENTIAL RESPONSIBILITIES:

- A. Provide user support for technology hardware, communication systems and associated software as assigned
- B. Assist users to assure that supported systems operate in a manner consistent with expectations
- C. Review, prioritize, and process work order requests
- D. Prepare project and system reports and documentation as assigned
- E. Maintain a high level of customer service quality standards
- F. Perform miscellaneous job-related duties as assigned
- G. Perform other related duties as may be assigned by the supervisor or the Superintendent

Super/Tech Pay Grade = K