

**School District of Santa Rosa County  
Job Description**

**Computer Support Technician**

<b>Reports to:</b> Computer Support Supervisor	<b>FLSA Status:</b> Non-Exempt
<b>Department:</b> Technical Support Annex	<b>Prepared by:</b> Human Resources
<b>Date:</b> October 16, 2018	<b>Job Code:</b> 44225
	<b>Range:</b> 20

**Principal Duties and Responsibilities (Essential Functions):**

Essential functions are fundamental job duties. They do not include marginal tasks which are also performed but are incidental to the primary functions. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position, nor does every position allocated to the class necessarily perform every duty listed. Personal characteristics required of all employees such as honesty, industry, sobriety and the ability to get along with others, are presumed qualities and may not be listed specifically.

- Support and maintain computer systems including: hardware, software, and networks;
- Assemble computer and operating system from components;
- Troubleshoot and repair complex hardware problems;
- Troubleshoot and repair complex software problems;
- Troubleshoot school network problems;
- Load and test new software on network server and stand-alone computer;
- Represent the school at appropriate technology-related activities;
- Work closely with the school technology team in assessing the school's technology needs;
- Assist in the preparation of orders for new equipment, software and technology related materials;
- Provide assistance in the training of users on adopted software and hardware;
- Performs related duties as required or assigned.

**Supervision Received:**

Computer Support Supervisor

**Supervision Exercised:**

None

**Minimum Qualifications & Skills Required:**

- Graduation from high school or GED
- Two (2) years of college level or technical courses in computer systems, application systems or computer repair, **or** A Plus certification **or** IOS certification
- Four years of experience in repair of computer equipment, systems support, or computer network support
- Florida driver's license
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment

**Preferred:**

Recognize problem symptoms and determine appropriate repair actions; operate test and repair equipment such as Network Testers and anti-virus software. Attain a Class C Commercial License.

**Physical Demands:**

Heavy and moderate lifting, and carrying equipment weighting up to 50 pounds; reaching above shoulder; manual dexterity for testing equipment; good vision; distinguish basic colors; good hearing; walking; standing; bending; stooping. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Terms of Employment:**

Approved Compensation Plan

Educational Support Salary Schedule

**Job Benefits:**

- Pension or Investment Plan provided by the Florida Retirement System (FRS)
- Personal and family medical health care plans available include medical, dental and vision
- Paid vacation, sick leave and optional personal leave
- Generous paid holidays. Holiday calendars for education support staff closely follow the calendars used for education staff

**Conclusion:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, and responsibilities or working conditions associated with the position.