

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

Software Support Technician I

Reports to: Data Processing Manager	FLSA Status: Non-Exempt
Department: Data Processing	Prepared by: Human Resources
Date: July 24, 2014	Job Code: 11040
Position #: 44123	Range: 15

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.

- Assist the District Technical Support staff with software support related issues at all school sites;
- Troubleshoot software issues on teacher and student computers;
- Install server based software as instructed by District level staff members;
- Install workstation operating systems and software;
- Assist School level contacts with support issues related to instructional software;
- Install new software version, patches, fixes and upgrades;
- Help troubleshoot network Instructional software problems;
- Provide support for all teacher and student workstations;
- Performs other duties as required or assigned.

Supervision Received:

Data Processing Manager

Supervision Exercised:

None

Minimum Qualifications & Skills Required:

- Graduation from high school or GED.
- One year of technical courses in application systems, computer repair, computer programming.
- One year experience in the support of computer software in a network environment.

Preferred:

Must include working knowledge of the following:

- Current Windows desktop operating systems
- Current Windows server operating systems
- Accelerated Reader
- Success Maker software
- Symantec Ghost
- Computer Associates eTrust
- Computer operational setup
- UPS operational setup

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. Inside school building; exposure to noise associated with computer operation; exposure to electrical wiring and apparatus. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Terms of Employment:

Approved Compensation Plan

Educational Support Salary Schedule

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.