



**Job Title:** Campus Support Technician      **Wage/Hour Status:** Nonexempt  
**Reports To:** Coordinator of Campus Technology Support      **Pay Grade:**  
**Dept. /School:** Technology Department      **Date Revised:** August 23, 2011

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**Primary Purpose:**

Provide a single point of contact for all campus staff to assist and resolve problems relating to computer- related services. Responsible for campus technology support, technology problem evaluation, and management of technology-related work orders.

**Qualifications:**

**Education/Certification:**

High school diploma or GED  
A+ Certification

**Special Knowledge/Skills:**

Broad knowledge of computer hardware and software applications  
Knowledge of various operating systems (Windows)  
Knowledge of district software *applications*  
Ability to detect and resolve technical or technology-related problems  
Excellent organizational, communication, and interpersonal skills

**Experience:**

Two years work experience in technical support position

**Major Responsibilities and Duties:**

**Campus Support:**

1. Receive phone calls/email and assist end-users to resolve problems and utilize district software.
2. Work cooperatively with end-users to detect and resolve hardware problems.
3. Work cooperatively with end-users to encourage understanding and use of good computing practices.
4. Communicate with appropriate department personnel to detect and resolve end-user problems with internally developed applications and database management.

**Technical Support:**

5. Process technology-related work orders and manages the priority of work orders related to department goals.
6. Evaluate and recommend technology-related repairs and costs to campus administrator.

**Records and Reports:**

7. Maintain work order records and use data to identify areas for improvement including training and maintenance support.
8. Compile, maintain, and file all physical and computerized reports, inventories, records required of technology department.

**Other:**

9. Other duties Assigned.
10. Must remain certified with the appropriate vendor to service computers.
11. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.

**Supervisory Responsibilities:**

None

**Equipment Used:**

Phone, radio, personal computer, printer, fax machine, and other computer peripherals, computer repair kit

**Working Conditions:**

**Mental Demands/Physical Demands/Environmental Factors:**

Prolonged use of computer and telephone; repetitive hand motions. Lifting, transporting computer equipment. Frequent district-wide travel.

*NOTE: The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, or skills that may be required.*