



T U L S A

PUBLIC SCHOOLS

Equal Opportunity Employer

Job Description

Job Title: PC Technician

Reports to: Technical Services Manager
Department: Information System Services
Number of Days: 12 Months
Compensation: TS-09 or TS-10 with certification
Overtime Status: Non-Exempt
Date Job Revised: June 7, 2010

Position Summary: Duties include installation and support of district hardware and software at administrative and school sites. Interface with vendors on third party support or maintenance agreements. Troubleshoot advanced hardware and software problems. Assist in making recommendations for District hardware and software support levels.

Qualifications/Job Requirements:

Education:

- Must have a high school diploma or equivalent.

Specialized Knowledge, Licenses, etc:

- A+ certification required and Dell/Mac certification a plus.

Experience:

- Minimum three years PC and peripheral support and troubleshooting experience.

Specific Training/Skills:

- Working knowledge of Windows desktop (past and current Windows OS)

Physical Requirements (If Applicable):

- Be able to lift 50 lbs. Bending and stooping is occasionally required.

Other:

- Must be able to effectively deal with peers, vendors, and users at all levels.

Scope of Authority (If Applicable):

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Financial Responsibility (Such as budgetary responsibility, cash management, and purchasing):

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Customer Contacts:

- Internal: Administrators, principals, teachers, support personnel.
- External: Vendors and suppliers.

Duties and Responsibilities:

- Duties include installation and support of district hardware and software at administrative and school sites.
- Interface with vendors on third party support or maintenance agreements. Troubleshooting advanced hardware and software problems.
- Assist in making recommendations for District hardware and software support level.