

GREAT PLAINS

Technology Center

| | |
|-------------------|---|
| Job title | Senior Desktop Technician |
| Reports to | <i>Director of Information Technology</i> |

Job purpose

As a member of the Technical Support team the Senior Desktop Technician will provide a high quality customer service experience to the faculty, staff and students at Great Plains Technology Center. The Senior Desktop Technician will be the primary point of contact for faculty, staff and students and will provide excellent customer support within the school system's IT environment. This includes installing, diagnosing, repairing, maintaining and upgrading all PC software to ensure optimal workstation performance. He/she will also troubleshoot problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance. The technician assists in the maintenance of the school system's network components and works with the Network Administrator to help ensure the effective operation of the systems at the School.

Duties and responsibilities

- Monitor work queue to verify work orders are completed
- Plan deployment of new computers per the refresh plan
- Troubleshooting
 - PC, printer and copier
 - Operating System and Software
- Software/hardware installs
- Moves, additions, changes, and deletions to corporate PCs.
- Support of equipment at 2 school campus (Lawton and Frederick) and 3 off-site classrooms
- Travel required between work sites
- Supervision of contractors installing network cable, cameras and door locks
- On call afterhours and weekends
- Perform regular upgrades to ensure systems remain updated
- Troubleshoot system failures or bugs and provide solutions to restore functionality
- Arrange maintenance sessions to discover and mend inefficiencies
- Keep records of repairs and fixes for future reference
- Offer timely technical support and teach users how to utilize computers correctly

Qualifications

- High School Diploma or GED
- Excellent troubleshooting skills
- PC Technician with at least 5 years experience
- Excellent customer service and interpersonal skills
- Extensive knowledge of Microsoft Windows 10 Operating Systems
- Extensive knowledge of Microsoft Office/Office 365
- PC Deployment experience

- Good communication abilities
- Knowledgeable on Apple, Android, and other Mobile devices
- Experience with MAC OS
- Experience with wireless and other networking devices preferred
- Relevant certifications (e.g. A+ and/or Security+) preferred
- Able to lift 50 lbs.

Working conditions

The Senior Desktop Technician will be required to walk across campus and travel to offsite locations. Sitting, standing and medium work effort are required.

| | |
|-----------------------|-------------------------|
| Approved by: | <i>Clarence Fortney</i> |
| Date approved: | <i>March 2, 2018</i> |
| Reviewed: | <i>Clarence Fortney</i> |

Great Plains Technology Center