

**GRANITE SCHOOL DISTRICT
Classified Employee Job Description**

Title Computer Support Specialist

Supervisor's Title _____

Date Prepared 3/99 **Date Reviewed** _____ **Date Reviewed** _____

Employee/Incumbent Review ___ **Immediate Supervisor Review** ___ **GCEA Review** ___
Dept Aprvl _____ **HRM Aprvl** _____ **Superintendent Aprvl** _____

Location _____ **Lane** _____

Implementation Date _____ **ADA Review** _____

Job Summary

Coordinates the needs and demands of the schools and district office departments as a trouble shooter and a problem solver to minimize computer equipment and software down-time.

Essential Functions

Student service support for all schools. Works with school when they have a problem with the student information on the computer. These problems consist of student information, attendance, pink sheets, etc. Assists schools with running jobs on their computers. Installs Emulation Programs. Installs software and hardware in Personal Computers for LAN connection to HP3000, and Novell. Also for serial connections. Network Trouble Shooting. Makes new templates, changes thread ports from printer to terminal ports, resets ports with warm or cold activation, checks all wiring to ensure sending and receiving of proper signals.

Sets up Personal Computer Workstations including hardware and software. Installs and configures TCP/IP for WAN connectivity, school/classroom management software and other software as requested. Serves as a network administrator in setting up users and printers on the LAN/WAN. Installs updates and performs routine maintenance. Serves as first line of contact for logging and trouble shooting Codex and Frame Relay wide area network connectivity.

Non-Essential Functions

Occasional other duties as assigned (within skill level).

Required Knowledge, Skill and Ability

Must know gates and links from every 6742/45 multiplexers and their position connected to the main frame located on the DTC. Must be able to install 6742/45 cards, make twisted pair cables, RJ45 connectors, install emulation programs, modems, phonemaster, serial cards in P.C., program OpScan21. Must be physically able to lift and transport some portable equipment. Must have a working knowledge of applicable district software, local and wide area networks, TCP/IP networking, and be able to resolve the problems that are likely to occur. Must be skilled in interpersonal relations. Needs to stay current with technology and changes in the industry.

Minimum Entrance Requirements for Training

High school diploma or equivalent plus one year of appropriate classes such as business management, typing (word processing), systems management, computer science and networking. Must be able to obtain administrative certification for the network operating system within 6 months.

Minimum Entrance Requirements for Prior Experience

One year of job related work experience with demonstrated competence. Prefer experience that has resulted in well developed knowledge and practice on MSDOS, Windows, networking of 6015 and 6742/45 multiplexers, 9300 N.M.S., programming OpScan, computer communications and Codex modems.

Note: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior experience, some exchanges can be made between training and experience.

Decision Making Authority

Works with various departments and schools within the district to ensure proper functioning of district wide computer equipment operation with proper interface with mainframe. Coordinates needs and demands, trouble shoots and resolves problems to minimize equipment down time. Installs parts such as cards, some cables, connectors, modems, etc.

Interaction with Others (Non-Supervisory)

Works with principals, teachers, students and other district employees in maintaining existing and setup of new computer workstations.

Supervision

This is a non-supervisory position.

Working Environment

Some sacrifice of personal comfort due to frequent travel throughout district. Some electrical danger. Flow of work is steady with some pressure to complete work assignments and keep network communication system up and running. Involuntary interruptions occur which may hinder completion of work tasks.

Physical Demand Characteristics

Some physical effort usually handling light or average weight materials. Occasional work with heavy materials. Most lifting not over 50 pounds.