

Granite School District
Classified Employee Job Description

Title: Computer Desktop Specialist – Special Education

Supervisor's Title: Associate Director of Special Education

Date Prepared 07/02 Date Reviewed: _____ Date Reviewed: _____
Employee/Incumbent Review: _____ Immediate Supv. Review: _____ GCEA Review: _____
Dept. Aprvl. _____ HRM Aprvl: _____ Superintendent Aprvl: _____
Location: _____ Lane: _____
Implementation Date: _____ ADA Review: _____

Job Summary

The Computer Desktop Specialist coordinates the needs and demands of the schools and district office and works as a troubleshooter and a problem solver to minimize computer equipment and software down-time. The Specialist works with special education administrators and teachers to determine computer needs and then install, configure, and monitor the computers within the special education offices and classrooms around the district. It also includes the responsibility for maintaining the operation of approximately 400 computers within these offices and classrooms.

Essential Functions

1. Provides service support for all Special Education teachers at all the schools.
2. Works with the schools when they have problems accessing and working with student information, attendance, pink sheets, etc.
3. Assists schools with running jobs on their computers.
4. Installs emulation programs as well as software and hardware in computers for LAN (local Area Network) connections to the HP3000 and Novell systems.
5. Provides troubleshooting for the network and serial connections.
6. 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.
7. Sets up computer workstations including hardware and software.
8. Installs and configures TCP/IP for WAN (Wide Area Network) connectivity, school/classroom management software and other software as requested.
9. Serves as a network administrator when setting up users and printers on the LAN/WAN.
10. Installs, updates and performs routine maintenance.
11. Serves as first line of contact for logging and troubleshooting codex and frame relay WAN connectivity.
12. Helps maintain the web pages for each Special Education department and coordinates the updates accordingly.
13. Provides training and assistance to each Special Education department working with web pages.
14. Makes some presentations and graphics for the Special Education department.
15. Works with the staff in Preschool and Co-Preschool and the teachers.
16. Consults with vendors, district personnel and site specialists regarding hardware and software technical support and solutions.

17. Installs and configures applications and hardware associated with the operation and use of workstations.
18. Designs, implements, maintains and upgrades an effective security policy for each PC to prevent damage from unauthorized access (i.e., students, viruses or outside malicious interventions).

Non-Essential Functions

Occasional other duties as assigned (within skill level).

Required Knowledge, Skill and Ability

Must have comprehensive knowledge of hardware and software configurations, MS Office, HTML coding, augmentative communication devices, software, and troubleshooting. Must be able to install and configure computers, IBM's and Apple's, and operating systems for each type of machine (i.e. Windows 95, Windows 98/ME/XP, Windows 3.x, DOS and Macintosh environments). 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. Excellent interpersonal communication and leadership skills for use in dealing with administrators, teachers, vendors and other people involved in Special Education. Must be able to work with other employees in productive and cooperative manner during occasionally stressful situations. Needs to stay current with technology and changes in the industry. Must be skilled in logical problem solving.

Minimum Entrance Requirements for Training

High school diploma or equivalent. Associates degree in computer science or equivalent education (systems management, computer science and networking, A+ certification). Must be skilled in math, oral and written communications. Must be able to obtain administrative certification for the network operating system within 6 months. Requires a valid Utah driver's license.

Minimum Entrance Requirements for Prior Experience

Four years of job related work experience with demonstrated competence. Prefer experience that has resulted in well-developed knowledge and practice on MS-DOS, Windows, Macintosh, 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

Requires some public relations ability in promoting the services of the department. Supervises the operation and maintenance of 300-400 personal computers in offices and classrooms in each of the assigned areas. Works with various departments and schools within the district to insure proper interface with mainframe. Coordinates needs and demands, troubleshooting and resolving problems to minimize 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 and setting up computer workstations.

Supervision

This is a non-supervisory position.

Working Environment

Some sacrifice of personal comfort due to frequent travel throughout the district during all types of seasonal weather. Works out of personal automobile. 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. Schedules sometimes require long hours without breaks or lunches.

Physical Demand Characteristics

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