

JOB DESCRIPTION

TITLE REPAIR SUPPORT SPECIALIST

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/ Experience	High school diploma or General Education Development exam (GED). Familiar with a variety of software applications and experience with Ethernet environments. Knowledgeable in Windows, and Novell operating systems. Network and computer problem solving skills required.
Language Skills	Ability to read, analyze, and interpret general periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
Mathematical Skills	Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
Certificate/License	N/A
Reasoning Ability	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to sit, talk and hear. The employee is frequently required to stand and walk; use hands to finger, handle or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. The employee is required to perform close work inside the computer and constantly view computer monitors. The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment by the District.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

REPORTS TO Manager, Technology and Repair

GENERAL RESPONSIBILITIES

1. Coordinates the repair or replacement of all warranty and non-warranty computer and peripheral equipment.
2. Maintains accurate documentation for all repairs completed.
3. Files appropriate paperwork for the return of warranty parts as required by the self-maintenance program and ensures the district receives proper reimbursement.

SPECIFIC RESPONSIBILITIES

1. Coordinates the repair of computers, servers, and peripherals as requested by the System Support Technicians (SST) or through the district work order system in a professional and timely manner.
2. Resolves all computer, server, and peripheral hardware problems that cannot be solved by the SST.
3. Monitors the district work order system for unresolved computer and peripheral repair work orders.
4. Provides troubleshooting support to SSTs for repair of computers and peripherals.
5. Maintains all computer and peripheral warranty status and return of warranty parts as specified in the self-maintenance program and ensures proper reimbursement.
6. Maintains spare parts, inventory and security in the Network Technology repair work area.
7. Provides customer interface at the Administrative Center and Laptop Computer check in for repair.
8. Supports Lead SSTs in the resolution of repair work orders and tracks the amount of time service is disrupted due to repairs for all schools and administration sites.
9. Develops troubleshooting and software diagnostic tools used by SSTs in the repair process.

10. Maintains accurate computer repair documentation at the district office for all sites.
11. Provides project support for the Coordinator of Network Technology.
12. Performs other duties as assigned.