

**MOORE PUBLIC SCHOOLS**

**Job Title:** Client Services Technician A,B,C

**Qualifications:** Valid Oklahoma Drivers License and acceptable driving Record.

**Education:** High school diploma, GED, and specialized training in any of the following areas: PC compatible computers, Apple computers, -network cabling, fiber optic cabling, and computer networks.

**Training or Experience: Required:** Minimum of one years experience working with desktop/laptop computers, or approved vocational training of at least one year. Level A duties may include but not be limited to handling network wiring, basic desktop troubleshooting and repair, installation of peripheral devices; Level B duties may include but not be limited to overseeing DON wiring team members; more advanced hardware repair; Level C duties may include but not be limited to working as a desktop liaison for client-side software installations, and advanced hardware repair including appropriate certifications.

**Desired:** Minimum of one years experience in at least two of the following areas: Personal computers, Apple computers, computer cabling, and computer networking.

**Special Skills, Knowledge, Abilities:**

Communication Skills (oral, written, and business): Basic Communication skills to exchange information, give/receive instructions and respond to inquiries.

Data Recording/Record Keeping: Performs data record/record keeping operations determining what changes need to be made to existing records, including computerized records.

Mathematical Skills: Performs routine computations requiring knowledge of addition, subtraction, multiplication, and division using whole numbers, fractions, decimals, and/or percentages.

Reading and Interpreting: Reads and interprets complex written or printed materials such as ordinances, resolutions, policies and procedures, complex diagrams, plans, contracts, regulations, and computer documentation.

Computer Skills: Must have basic understanding of personal computers, , and networking.

Tools and Equipment Usage: Uses tools or equipment with expertise acquired through experience and/or training.

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**Site:** Technology Center

**Reports to:** Director of Technology or Designee

**Job Goal (Purpose of Position):** To perform in the following areas as assigned by his supervisor: hardware and software maintenance and installation, computer and network cabling, computer inventory tracking of both hardware and software, parts and supplies ordering as needed to complete assigned task, and network troubleshooting and configuring.

**Contact with Others:** Will have regular contact with vendors, district personnel, and the public. Good interpersonal interaction and communication is required.

**Other Performance Measures:** Successful performance of the job requires good customer service/people skills to obtain information, resolve problems, and provide information as requested. It requires following school dress standards, proper attendance and leave policies, and other Board policies. Creativity, initiative, effective problem solving, and communication skills are important to the success of the position. In addition, must maintain a positive attitude and be cooperative toward other staff members and the public within the educational system.

### **Essential Job Functions (Performance Responsibilities):**

1. Communicate with various clients (ie teachers, custodians, administration) to gather information to help troubleshoot issues.
2. Troubleshoot and solve computer hardware and software issues that may include but not be limited to: replacing hardware (ie hard drive, CD ROM drive, motherboard, error device, device freezes or locks), resolving software errors, and re-imaging machinery. Apply appropriate solutions to quickly eliminate problem areas.
3. Install special hardware and software programs for administration when needed. Also support the equipment when the device or software causes errors.
4. Assist with maintenance and troubleshooting of other peripheral hardware that is supported by district.
5. Assist with expansion and maintenance of network infrastructure by installing switches as needed.
6. Installation and setup of new computers.

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7. Assist with maintaining inventory of technical equipment.
8. Assist with training on new hardware and software when needed.
9. Install a variety of cable and wiring systems above ceilings, below floors, inside walls, and outdoors.
10. Install connectors to cable ends for fastening to many types of equipment.
11. Install equipment devices that are part of systems for computers, telephone, fire protection, and security.
12. Test equipment to make sure it works properly.
13. Demonstrate wide-ranging knowledge of various software packages and network protocols.
14. Perform proper testing methods to quickly identify system failures. Review replacement versus repair options with supervisor and make recommendations for outside work.
15. Maintain records, prepare reports, and compose correspondence relative to the work as needed.
16. Perform other duties and tasks as assigned or deemed necessary.

**Supervision Exercised:** The technician may supervise based on assignment level.

**Physical Requirements:** Other than duties listed above, must have the ability to lift boxes containing computers and computer peripherals, climb ladders, and string cable.

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**Terms of Employment:** 260 Days

**Salary:** Level A, Level B, or Level C

**Evaluation:** Performance of this job will be evaluated in accordance with Board Policy.

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