

PC SUPPORT SPECIALIST

Reports to: Manager of Information Services

Works with: Other Administrative Staff and Secretarial and Support Staff

SPECIAL QUALIFICATIONS OF THE POSITION:

Required Experience or Training:

- 2 year degree in Data Processing with major emphasis in PC systems or the equivalent in training/experience as evaluated by the Superintendent.
- Working knowledge of a variety of word processing, spreadsheet and database programs.
- Working knowledge of MS-DOS, Windows, and MacIntosh operating systems.
- This position has extensive personal contact with administrative and support staff which requires excellent interpersonal communication skills.

Desired Experience or Training:

- 4 year degree in Computer Science or MIS.
- 1+ years of progressive experience in the development, installation, training and support of PC systems, including LAN technology.
- Knowledge of DEC RSTS/E and/or VAX/VMS operating systems.

PERFORMANCE RESPONSIBILITIES:

1. Develop short and long term plans for micro computer installations and upgrades.
2. Prepare specifications for the acquisition of PC based computer systems.
3. Install new PC hardware and software and fully test each installation.
4. Develop and implement an ongoing PC training schedule for district administrative and support staff.
5. Serve on the district's Operational Computer Committee.
6. Analyze potential system problems and take corrective action as needed. Maintain records of all problems and corrective actions taken for review by the district's Operational Computer Committee.
7. Assist users in identifying PC solutions to their problems and/or needs.
8. Maintain up-to-date knowledge of PC operating system and application software released or supplied by various manufacturers.
9. Perform system back-up procedures required for the Operational Computer System in the absence of the Manager of Information Services.
10. Provide software and hardware support for district staff including PC applications and in the absence of the Manager of Information Services both the Student and Financial applications found on the district's Operational Computer System.
11. Assist the Manager of Information Services in the analysis of new system and application software programs and proposed modifications to current software.
12. Performs other duties consistent with his/her professional competence as may be assigned by the Manager of Information Services.