

Northfield

Public Schools I.S.D. 659 MINNESOTA

POSITION DESCRIPTION NORTHFIELD PUBLIC SCHOOLS

September 2007

SECTION I: GENERAL INFORMATION

Position Title: Workstation Specialist	Department: Technology
Immediate Supervisor's Position Title: Director of Technology	FLSA Status: Exempt
Band/Grade/Subgrade:	Bargaining Unit:
Job Summary: Under the direction and guidance of the Director of Technology, the Workstation Specialist is responsible for providing help desk and first response support to district buildings and their staff in the installation of desktop computers, software, hardware and computer peripheral.	

SECTION II. ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty/Responsibility No:	1	Statement of duty/responsibility: Provide technical assistance and support to teachers and staff with their technology issues and concerns.
Percent of Time:	50	
Tasks involved in fulfilling above duty/responsibility: <ul style="list-style-type: none">Assists them is using or resolving issues concerning software applications.Answers questions about the capabilities and uses of district technology and equipment.Troubleshoots and assists staff with resolving conflicts, connectivity issues, better uses for technology, malfunctions, or difficulties they are experiencing with technology.		
Duty/Responsibility No:	2	Statement of duty/responsibility: Installs, replaces and sets up new computer systems and software in assigned buildings.
Percent of Time:	10	
Tasks involved in fulfilling above duty/responsibility: <ul style="list-style-type: none">Deploys computer systems and software for staff. Installs and sets up new computers.Maintains building fixed assets inventory of all computer hardware and software.Installs, replaces or updates specialized software for teachers and staff.Installs and updates software to keep systems secure and functional.		

Duty/Responsibility No:	3	Statement of duty/responsibility: Monitors computer security procedures in assigned buildings.
Percent of Time:	10	
Tasks involved in fulfilling above duty/responsibility:		
<ul style="list-style-type: none"> • Instructs and trains teachers and staff regarding security procedures and operations of the district. • Installs the standardized set of software in all building level computers. • Secures ports to give teachers and students the greatest and safest flexibility. 		

Duty/Responsibility No:	4	Statement of duty/responsibility: Replaces, installs, repairs and/or upgrades computer hardware on existing computers.
Percent of Time:	10	
Tasks involved in fulfilling above duty/responsibility:		
<ul style="list-style-type: none"> • Diagnoses and researches proper procedures for the replacement and upgrade of hardware. • Orders replacement parts and equipment. • Troubleshoots and resolves hardware issues and problems. 		

Duty/Responsibility No:	5	Statement of duty/responsibility: Provides support in the media center under the coordination of the media specialist.
Percent of Time:	5	
Tasks involved in fulfilling above duty/responsibility:		
<ul style="list-style-type: none"> • Assists students in the use of computer software and applications in preparing presentations, performing computer research, or other projects. • Assists students in resolving computer problems or to answer their questions concerning technology. • Updates and maintains all computers. 		

Duty/Responsibility No:	6	Statement of duty/responsibility: Assists technology department personnel in the implementation of large technology projects and deployments of computers and systems.
Percent of Time:	10	
Tasks involved in fulfilling above duty/responsibility:		

Duty/Responsibility No:	7	Statement of duty/responsibility: Performs other comparable duties of a like or similar nature as assigned.
Percent of Time:	5	
Tasks involved in fulfilling above duty/responsibility:		
<ul style="list-style-type: none"> • Keeps abreast of changes, developments, and technologies relating to areas of responsibility. • Previews and researches new software and applications. • Researches upgrades to current software. 		

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:

REQUIRED EDUCATION/TRAINING (choose one)			DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)		
less than high school diploma			Associate of Arts degree or a two-year college or technical school certification or degree.		
High school diploma or GED.			Major field of study or degree emphasis:		
1 year college	x	2 years college	Computer Science, Computer Support, Technology Services or closely related area.		
3 years college		4 years college			
1st year graduate level			Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: <ul style="list-style-type: none"> • Knowledge of computer operating systems including Macintosh and Windows operating systems. • Knowledge of hardware on multiple platforms, Mac and PC. • Fundamentals of computer networking and connectivity. • Knowledge of hardware component, their operations and functions, and procedures for troubleshooting problems and conflicts. • Knowledge of district standardized applications and software including office productivity software (word processing, database, spreadsheet, and other office productivity software). 		
2nd year graduate level					
Doctorate level					
Required Work Experience in Addition to Formal Education/Training: A minimum of one year previous and directly related experience.					
Required Supervisory Experience:					
LICENSE/ CERTIFICATION		Identify licenses/certification required upon hiring:			

ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK	Skilled in:
	<ul style="list-style-type: none"> • Assisting, instructing and providing support to building level personnel in technology hardware and software issues, problems or their uses. • Replacing, upgrading, or maintaining computer hardware and software. • Providing support to students in the use and application of technology to assist them in their school projects, presentations or research. • Installing and setting up new computer systems, software and equipment. • Maintaining, documenting and updating building fixed asset records and required technology documentation. • Establishing and maintaining effective working relationships with building staff. • Ability to communicate effectively with users at all levels of technology.

RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS		
	Titles of Positions Directly Supervised	# of Employees
1		

TOTAL	
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INDIRECT SUPERVISION:

Number of employees indirectly supervised:	Total:
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HAZARDOUS WORKING CONDITIONS: <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i>	Work responsibilities are performed in a typical school setting. The potential for electrical shock can exist when working with electrical and electronic components but the risk of environmental and physical hazards and risks can be characterized as minimal given the training, application of safety precautions and procedures.
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PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

<u>Employee is required to:</u>	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand			x	
Walk			x	
Sit		x		
Use hands dexterously (use fingers to handle, feel)				x
Reach with hands and arms				x
Climb or balance		x		
Stoop/kneel/crouch or crawl		x		
Talk or hear				x
Taste or smell	x			
Physical (Lift & carry): up to 10 pounds				x
up to 25 pounds			x	
up to 50 pounds		x		
up to 75 pounds	x			
up to 100 pounds	x			
more than 100 pounds	x			

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

Physical requirements associated with the position can be best summarized as follows:

Medium Work:
Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of

force constantly to lift, carry, push, pull or otherwise move objects in the performance of the job.

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

Department Head's Signature

Date

Human Resource's Signature

Date

Classification History:

Prepared 12/03 by BCC

Title changed from Computer Support Specialist to Workstation Specialist per Director comments 4/04.