THE SCHOOL BOARD OF MARTIN COUNTY

E1/E2 TECHNICAL SUPPORT

JOB DESCRIPTION

QUALIFICATIONS:
(1) Currently enrolled in Students Supporting Schools (S3) program.
(2) Industry certifications in one or more of the following: MOS, MTA, COMPTIA, or A+ (preferred).
(3) Valid Florida driver's license (E2 only).
(4) Reliable transportation (E2 only).
(5) Academically sound to enable having an available period as an off block (E2 only).

KNOWLEDGE, SKILLS AND ABILITIES:
• Installation and troubleshooting knowledge of desktop operating systems, such as Microsoft Windows.
• Familiar with mobile computing devices such as Android & Apple tablets and other portable computing devices.
• Installation and troubleshooting knowledge of common workstation hardware and peripherals such as printers, document cameras, interactive whiteboards, data projectors and other audio visual equipment.
• Proficient in using Microsoft Office suite.
• Ability to manage time wisely.
• Ability to communicate orally and written in a clear and concise manner.
• Ability to work independently.
• Ability to work effectively with a variety of people and cooperatively as a member of a team.
• Ability to analyze, troubleshoot and provide solutions.

REPORTS TO: Site Administrator

JOB GOAL
To provide Level 1 technical support services for assigned school sites.

SUPERVISES: N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery
* (1) Install and maintain District PCs and associated peripheral equipment.
* (2) Problem identification, troubleshooting, and resolution on District PCs, software, hardware and classroom technology equipment.
* (3) Assist users with identifying problems and provide solutions that enable the user to be more productive.
* (4) Document problems, solutions and time spent for each task using established procedures.
* (5) Demonstrate initiative in the performance of assigned responsibilities.

Employee Qualities/Responsibilities
* (6) Meet and deal effectively with the staff members, administrators and other contact persons using tact and good judgment.
* (7) Follow attendance, punctuality and other qualities of an appropriate work ethic.
* (8) Ensure adherence to good safety standards.
* (9) Maintain confidentiality regarding school/workplace matters.
* (10) Model and maintain high ethical standards.
* (11) Maintain expertise in assigned area to fulfill position goals and objectives.

Inter/Intra-Agency Communication and Delivery
* (12) Exercise service orientation when working with others.
* (13) Keep supervisor informed of potential problems or unusual events.
* (14) Use effective, positive interpersonal communication skills.
* (15) Respond to inquiries and concerns in a timely manner.

BOARD APPROVED: 6/16/15
E1/E2 TECHNICAL SUPPORT (Continued)

System Support

*(16) Exhibit interpersonal skills to work as an effective team member.
*(17) Follow federal and state laws as well as School Board policies, procedures, rules and regulations.
*(18) Demonstrate support for the school district and its goals and priorities.
*(19) Demonstrate initiative in identifying potential problems or opportunities for improvement.
*(20) Prepare or assist in preparation of all required reports and maintain all appropriate records.
(21) Perform other duties as assigned.

PHYSICAL REQUIREMENTS:
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 as needed to move objects.

See Job Description Supplement for Codes

<table>
<thead>
<tr>
<th>Physical Activity - occasionally</th>
<th>D, E, G, I, J, K, L, M, N</th>
</tr>
</thead>
<tbody>
<tr>
<td>- frequently</td>
<td>A, B, C, F, H, O, Q, S, T, U, R</td>
</tr>
<tr>
<td>- constantly</td>
<td>P, V</td>
</tr>
<tr>
<td>Working Conditions</td>
<td>B, H (DC voltage)</td>
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</tbody>
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TERMS OF EMPLOYMENT:
Salary and benefits (E2 only) shall be paid consistent with the district’s approved compensation plan.
Length of the work year and hours of employment shall be those established by the district.

EVALUATION:
Performance of this job will be evaluated in accordance with provisions of the Board’s policy on evaluation of students.

*Essential Performance Responsibilities