



SOCORRO INDEPENDENT SCHOOL DISTRICT

Department of Human Resources

JOB DESCRIPTION

Job Title:	Computer Maintenance Campus Support Tech	Pay Grade: 305
Reports To:	Team Leader Technology Services	Terms of Employment: 226 Days
Exemption Status:	Non-Exempt	Funding: State/CTE

Primary Purpose:

To ensure that the campus Help Desk is supervised at all times, provide students with supervised campus-based technology work, and to allow the Computer Maintenance teacher ample time to teach their curriculum required through their coherent sequence of courses.

Qualifications:

Education/Certification/Requirements:

- Minimum of a high school diploma/equivalent or higher
- Background in Computer Maintenance required.
- Must hold Comptia A+
- Net+/Security+ and/or Cisco preferred.

Special Knowledge/Skills:

- Ability to maintain a structured and customer service-oriented work environment.
- Ability to efficiently and effectively use Microsoft Office Suite (extensive knowledge with EXCEL, WORD)
- Be able to work and collaborate effectively as a team player.

Major Responsibilities and Duties:

1. Operate a high school computer/technology help desk under the direction of the Computer Maintenance instructor.
2. Secure and provide students with daily working assignments.
3. Coordinate work orders and assign student workers appropriately. Follow up with customer to ensure that the work was completed satisfactorily.
4. Submit and maintain warranty for all equipment. Ensure completion of all warranty paperwork and equipment documentation within the helpdesk software.
5. Maintain inventory of equipment and supplies assigned to the help desk.
6. Provide the campus administration, the Technology Coordinator and the Computer Maintenance instructors audit reports conducted at the campuses.

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- 7. Performs other related duties as assigned.
- 8. Provides optimal customer service to all students, employees, parents, community members and any other stakeholders of the district.
- 9. Upholds and adheres to safety rules and policies of the Socorro ISD safety program.
- 10. Supports the goals and objectives of the school district and follows all district policies.
- 11. Demonstrates the ability to attend work on a regular and routine basis to avoid disruption to district operations.
- 12. Works with Computer Maintenance Instructor to provide hands-on learning experiences for all students in the course.
- 13. Works with Computer Maintenance Instructor to conduct and monitor CompTIA and Cisco industry based certification tests.

Mental Demands/Physical Demands/Environmental Factors:

Mental Demands: Reading; ability to communicate effectively (verbal and written); ability to instruct; maintain emotional control under stress.

Physical Demands/Environmental Factors: Moderate standing, stooping, bending, and lifting.

This job description describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Evaluation: Performance of this job will be evaluated in accordance with the provisions of Board policy.

Employee Name (please print)

Signature

Date

Socorro Independent School District does not discriminate on the basis of race, color, religion, gender, sex, national origin, age, disability, military status, genetic information, or any other basis prohibited by law in its employment practices or in providing education services, activities, and programs, including career and technical education (vocational programs). For additional information regarding Socorro Independent School District’s policy of nondiscrimination contact, the Chief Human Resources Officer: (915) 937-0201, 12440 Rojas Dr., El Paso, TX 79928.