



LAKE HAVASU UNIFIED SCHOOL DISTRICT #1

HR DEPARTMENT

Position Title:	Computer Software Technician	Location:	Technology
Reports To:	Technology Supervisor	Supervises:	None
Classification:	Support	Status:	Full-time
FLSA Status:	Non-Exempt	Benefit Eligible:	Yes
Work Year:	261 days / 12 months	Salary:	See lhUSD.org website

Education and Experience Requirements

High school diploma or equivalent required, AA degree preferred. Minimum of one-year experience/training in software support. Minimum of one-year experience/training using Microsoft Office and Windows products. Minimum of one-year experience providing instruction for individual or group setting, such as, implementation phase of a local database system. Minimum of one year training/experience in the field of computer systems to include but not limited to; microcomputers, displays, storage media, printers, basic operating systems modems, CD-RW, and networking (interface cards, switches, cabling, and hubs protocol).

Certificates and Licensure Requirements

IVP fingerprint clearance card through AZ Department of Public Safety

Summary

Provide day-to-day (Help Desk) support to staff members regarding software issues. Provide individual and group instruction in software systems to teachers, administrative staff and computer lab managers. Assist in accurately assessing Staff needs and literacy levels. Meet on a regular basis with the technology team, and computer lab managers, to prioritize tasks, communicate issues, develop target dates, and provide training. Provide routine maintenance and management for specific district software, including but not limited to Galileo, Synergy, and District educational software programs. Advance issues to the next level as appropriate.

Qualifications

- Excellent customer service skills
- Excellent communication skills (written and verbal) including the ability to communicate through a variety of media resources
- Minimum of one year experience/training in Synergy recommended
- Demonstrated knowledge of office practices and procedures
- Operation of routine office equipment
- Ability to work effectively without direct supervision
- Good health, physical stamina, fitness, and vitality
- Personal qualities associated with good human and interpersonal relations.

Responsibilities and Requirements

- Include but not limited to installation, upgrades, and maintenance of specific district software.
- Diagnose problems/trouble shooting of software
- Repair/ respond to immediate needs of specific software, to reduce interruptions during regular school/business day.
- Preventative maintenance and support
- Provide on-going training to district staff in relation to specific software.
- Assist in development of information management systems particular to the needs of the district staff.
- Provide reports to administration/task completions, status of on-going projects.
- Maintain logs/record of support calls as directed
- Maintain documentation as appropriate
- Additional responsibilities as assigned.
- Time Requirements
- Perform other duties as assigned by the administrator

Committees

- Serve on the District Technology Committee
- Consult with Site Technology Committees as requested



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Physical Demands and Work Environment

- Physical Effort
- Repetitive motion and eye strain through extensive utilization of computer hardware and software.
- May require lifting materials and supplies weighing up to 50 pounds.

Other Information:

- Must be able to pass a fingerprint clearance and background check
- Flexible scheduling may be required

EEOC

Lake Havasu Unified School District provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetic information, veteran status, or any other characteristic protected by federal, state or local laws.

This job description is intended to accurately reflect the position activities and requirements. Administrators and supervisors reserve the right to modify, add, or remove duties and assign other duties as necessary. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position.