



HOLMDEL TOWNSHIP PUBLIC SCHOOLS JOB DESCRIPTION: DESKTOP SUPPORT

QUALIFICATIONS:

1. Possesses high school diploma (required) and training at technical institute (preferred).
2. Demonstrates knowledge of technology hardware and software as well as audio-visual equipment and other media.
3. Demonstrates effective problem solving, communications, organization, record keeping and interpersonal skills.
4. Successfully completes required criminal history proof of U.S. citizenship or legal resident status.
5. Such alternatives to the above qualifications as the Board may find appropriate and/or acceptable.

REPORTS TO: Network Engineer

JOB GOAL: To maintain the district's technology hardware and software in a condition of operating excellence so that full educational use of it may be made at all times.

PERFORMANCE DUTIES:

1. Work Performance/Work Traits
 - a. Assists in the development of a preventive maintenance plan for all computer equipment in the district, then cleans and maintains all technology equipment in accordance with the established plan.
 - b. Troubleshoots problems on computer equipment.
 - c. Repairs equipment on site or facilitates the repair of equipment at off-site locations as needed and maintains records of this repair.
 - d. Provides input into the development of the district budget for computer equipment as well as for the maintenance of this equipment in accordance with district procedures.

- e. Assists in the development of annual and multi-year plans for purchase, distribution and replacement of technology equipment.
 - f. Develops and maintains an inventory of all computer equipment and parts in the district in accordance with district procedures.
 - g. Distributes equipment to staff in accordance with established policy and practice.
 - h. Installs hardware and software as needed.
 - i. Assists the School Business Administrator or designee in the maintenance and utilization of equipment warranties.
2. School and Community Relations
- a. Cooperates and shares professionally with other members of the staff.
 - b. Keeps the School Business Administrator or designee informed about his/her activities and accomplishments.
3. Professional Improvement
- a. Participates in staff development opportunities to enhance job-related skills and knowledge in accordance with district procedures and budget allocations.
 - b. Conducts training sessions for district personnel on the maintenance and (simple) troubleshooting of equipment, the installation of hardware and other relevant topics when necessary.
4. Other Assigned Tasks
- Performs such other duties and assumes such other tasks as may be assigned by the School Business Administrator or designee.

TERMS OF EMPLOYMENT: Twelve-month year. Salary as established by the Holmdel Township Board of Education.

EVALUATION: Performance will be evaluated in accordance with the provision of the Board's policy on the Evaluation of Non-Certified Personnel.

SOURCE: Regular Board Meeting

DATE: September 8, 1994

REVISED: March 13, 1996

REVISED: July 16, 1997

REVISED: December 6, 2000

REVISED: August 16, 2006