

SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE:	Information Services Bureau Service Representative	REPORTS TO:	Information Services Bureau Operations Coordinator
DEPARTMENT:	Information Technology	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	SALARY GRADE:	034 OTBS
REVISED:	July 19, 2006		

BASIC FUNCTION:

Provide single point of contact for school sites and administrative offices to report computer hardware, software and network connectivity problems; receive and log calls, analyze and provide solutions to routine problems, and refer complex problems to district staff for analysis.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

E = Essential Functions

Receive and log software and hardware trouble calls from school site and central office users. **E**

Provide problem identification, problem analysis, and solutions to routine problems. **E**

Document details of the more complex problems for analysis and resolution by others. **E**

Work independently or collaboratively with senior service representatives to provide solutions to users with hardware, software and connectivity problems. **E**

Maintain working knowledge of system software features and procedures and their application by the user including operating systems, application suites, district applications, passwords, email accounts, internet browsers, and network connectivity. **E**

Maintain working knowledge of system hardware including networked desktop and laptop PCs, Macintosh computers, servers, handheld PDA's, routers, switches, modems, optical mark scanners, and printers. **E**

Assist in identification of recurring problems and trends to proactively reduce hardware, software and application problems requiring technical support. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination of training, experience, and/or education equivalent to completion of high school and two years of computer-related experience, which must have included troubleshooting networked personal computers, related hardware and software, and use of customer service skills. Experience using Zangle and/or Encore is desirable.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California driver's license and availability of private transportation may be required for some positions in this job class (mileage expense allowance provided).

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Technical computer and networking concepts and troubleshooting skills.
General hardware and software problem-solving and analytical skills.
Telephone and personal communication skills.
Reading, writing and verbal English communication skills.

ABILITY TO:

Perform duties with a high level of customer service skills.
Operate personal computers, and related hardware and software applications.
Receive, log, analyze, and resolve general computer related hardware, software and network connectivity problems.
Communicate effectively orally and in writing.
Establish and maintain effective working relationships with others.
Plan and organize work.
Meet schedules and time lines.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor office.

PHYSICAL REQUIREMENTS:

Hearing and speaking to exchange information; seeing to perform assigned duties; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

NOTE:

An incumbent in the job class of Information Services Bureau Service Representative may be promoted to the next higher job class of Senior Information Services Bureau Service Representative upon certification by the supervisor and approval by the Director of Information Technology that the incumbent meets the minimum qualifications listed on the current class description of the higher job class and is regularly performing a majority of the higher level duties.