

PINELLAS COUNTY SCHOOL BOARD  
FLORIDA

PCSB: 7286  
Pay Grade: D11

FLSA: Non-Exempt

**SENIOR USER SUPPORT TECHNICIAN**

**MAJOR FUNCTION:**

Performs responsible clerical and technical work handling calls for assistance in the User Support area. Duties include providing technical assistance on software and hardware problems, and referral of unresolved problems to analytical support staff. Work involves a high degree of user contact and is performed under general direction and reviewed through conferences and results obtained.

**DUTIES AND RESPONSIBILITIES:**

- Serves as the primary contact for reporting administrative applications, office automation and other computer problems.
- Provides assistance via the telephone to school and department-based users in the operation and routine maintenance of computer hardware and peripheral equipment as well as utilization of computer software.
- Applies knowledge of computer hardware, software, peripheral equipment and computer operations in trouble-shooting problems; determines problem cause and advises user of basic technical solutions.
- Gathers and routes sufficient information pertaining to problems to analytical staff, when referred.
- Assists with maintenance and updating of user manuals, which serve users as a reference guide on the Student Information System, TERMS, PROFS, and other systems.
- Analyzes and provides input to enable schools and departments to generate desired information and maintain various databases.
- Records, logs and closes problem reports, maintains records and files and may perform other clerical tasks, as needed.
- Prepares internal orders for paper and ribbon supplies used by all schools and departments.
- Keeps abreast of new computer technology through current literature and attendance at workshops, training sessions, and seminars.
- Performs related work, as assigned.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of GED, supplemented by college or vocational/technical courses in data processing, with three (3) years successful experience in a data processing-related environment. Basic knowledge in networking and mainframe systems; PC experience to include Windows. Must have proven excellent communication skills using the telephone as well as in person.

**PREFERRED:**

Demonstrated proficiency and experience in Microsoft Word, Excel, TERMS and knowledge of the Student Information System; familiarity with Microsoft Windows and Apple computers.

ISSUED: 5/97 AK; BOARD APPROVED: 8/26/97; REVISED WC: 6/04 LM.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

## SENIOR USER SUPPORT TECHNICIAN

<b><u>WORKING CONDITIONS &amp; PHYSICAL EFFORT:</u></b>	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds				X	
2. Lift objects weighing 21 to 50 pounds				X	
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds				X	
6. Carry objects weighing 21 to 50 pounds				X	
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time			X		
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending				X	
13. Ability to reach and grasp objects					X
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors					X
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects			X		
19. Proofreading and checking documents for accuracy					X
20. Using a keyboard to enter and transform words or data					X
21. Using a video display terminal					X
22. Working in a normal office environment with few physical discomforts				X	
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls			X		
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Senior User Support Technician - PESPA